

Healthcare Provider

Tool Kit

Website

<https://soinsintegres.ca/en/our-research-projects/pricare-program/>



PRimary healthcare
CAse management
Realist
Evaluation

About Us

Implementing and evaluating a case management intervention, in partnership with patient partners, in ten primary care clinics from five Canadian provinces :

- Newfoundland and Labrador
- New Brunswick
- Nova Scotia
- Saskatchewan
- Québec



Case Management

Case management is an intervention that aims to improve individual health outcomes for people living with chronic diseases and who have complex care needs, which may include physical, social, mental, emotional, spiritual and cultural needs. Case management may also help to improve outcomes for the health system as a whole.

Case management typically has four main steps which are led by a case manager

- ① Assessment of the patient's needs and preferences
- ② Development and maintenance of an "individualized services plan" (ISP), i.e., a personalized care plan adapted to patient needs, in partnership with the patient.
- ③ Coordination of services among health and social services partners.
- ④ Provision of education and self-management support for patients and families.

This toolkit

This toolkit is the result of a collective work bringing together researchers, decision-makers and health professionals as well as patient partners involved in the **PriCARE** research program.

Spanning the Canadian provinces (Quebec, New Brunswick, Newfoundland-Labrador, Nova Scotia and Saskatchewan), PriCARE aims to implement and evaluate a case management intervention for people with complex health needs. This intervention was developed in Quebec by the Canada research Chair in Implementing Integrated Care for People with Complex Needs (Soinsintegres.ca) over the last 10 years.

Co-created by PriCARE's researchers, research staff and patient partners, this toolkit was developed to present case management in simple terms to introduce the idea and explain the program to practitioners, staff, and eligible patients i.e., to help patients understand what the program is about and what to expect if they participate.

The material in this toolkit can be used by patients, providers and case managers.

Toolkit contents

- A flyer that explains case management to the patient
- A plain language infographic explaining key benefits of case management to staff;
- An animated plain language video titled "This is Max" explaining case management and the benefits to the patient;
- A video in which a patient shares her experience and explains why case management is important from the patient perspective;
- A plain language infographic called "the Patient Journey Map" illustrating what the patient can expect as they move through the case management program;
- A checklist with eligibility criteria for patient recruitment;
- A telephone script for case managers contacting the patient for the first time;
- An infographic designed to get all your clinic's staff involved and committed to the programme;
- A flyer that highlights the research leanings of the PriCARE program in plain language.