

# Toolkit contents

This toolkit contains:



## Pamphlet

- A description of what case management is



## Videos

- [This is Max](#)
- [Patient testimonial](#)



## Infographics

- What is Case Management
- Patient Journey Map

All tools are available at:  
[soinsintegres.ca/en/research-tools/](https://soinsintegres.ca/en/research-tools/)



© 2024 by Porter J. All rights reserved.  
Licensed under CC BY-NC-ND 4.0



# 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.

# Participate in a PriCARE research project

If you agree to participate in the case management intervention, your case manager will ask your permission to send your contact details (name, telephone number and/or email) to the research team.

A research assistant will contact you to give you more information about the study and to ask if you agree to take part.

If you agree to take part in the research project, you will be asked to:

- Complete a questionnaire at the start of your participation in the study (30-45 minutes)
- Complete a questionnaire 12 months after the start of your participation in the study (15-30 minutes)
- Take part in an interview 12 to 15 months after the start of your participation in the study (60-90 minutes)