

Case management in primary care for individuals with complex health and social needs: Lessons learned from early implementation in New Brunswick, Canada

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Funders:



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Overview

- Context
- Case management overview
- Implementation methods
- Learnings
- Key messages



Context:

- Co-led by the University of Sherbrooke and UNB
- Initial pilot in 5 Canadian provinces
- Current scale up of CM in Quebec and New Brunswick
- This presentation focuses on the scale-up in New Brunswick



Research team

- Academic researchers
 - Principal investigators
 - Co-investigators
 - Research coordinators
- Patient partners/ people with lived experience



What is case management?

- Individuals with chronic conditions and complex care needs may face challenges receiving integrated care
- Case management is a collaborative approach to care led by a case manager in collaboration with the care team
- Case management seeks to improve care coordination and quality of life for individuals with complex care needs



Case Management (CM): 4 Components



Assessment of patient needs and preferences



Development and maintenance of a patient-centred interdisciplinary care plan



Coordination of services among all partners



Education and self management support

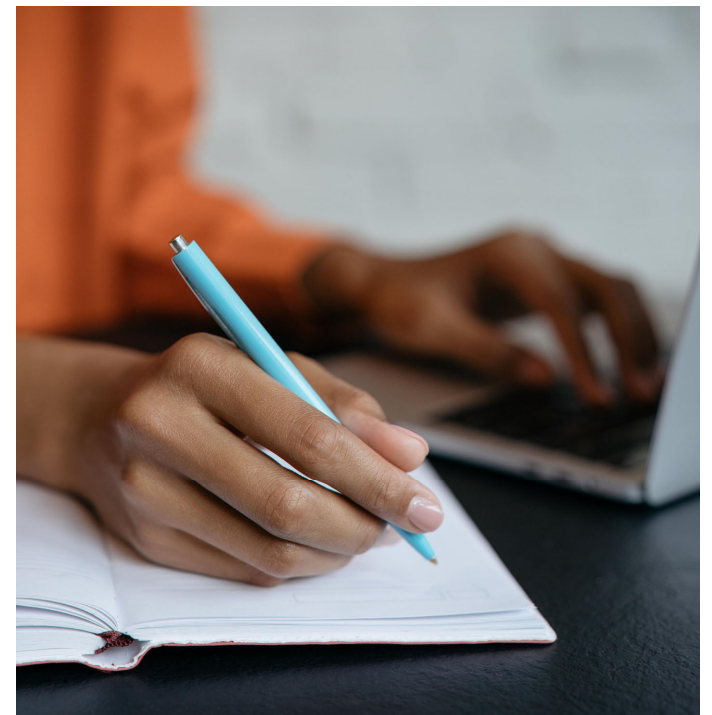
Objective:

- Explore factors impacting the implementation and scale-up of case management in New Brunswick

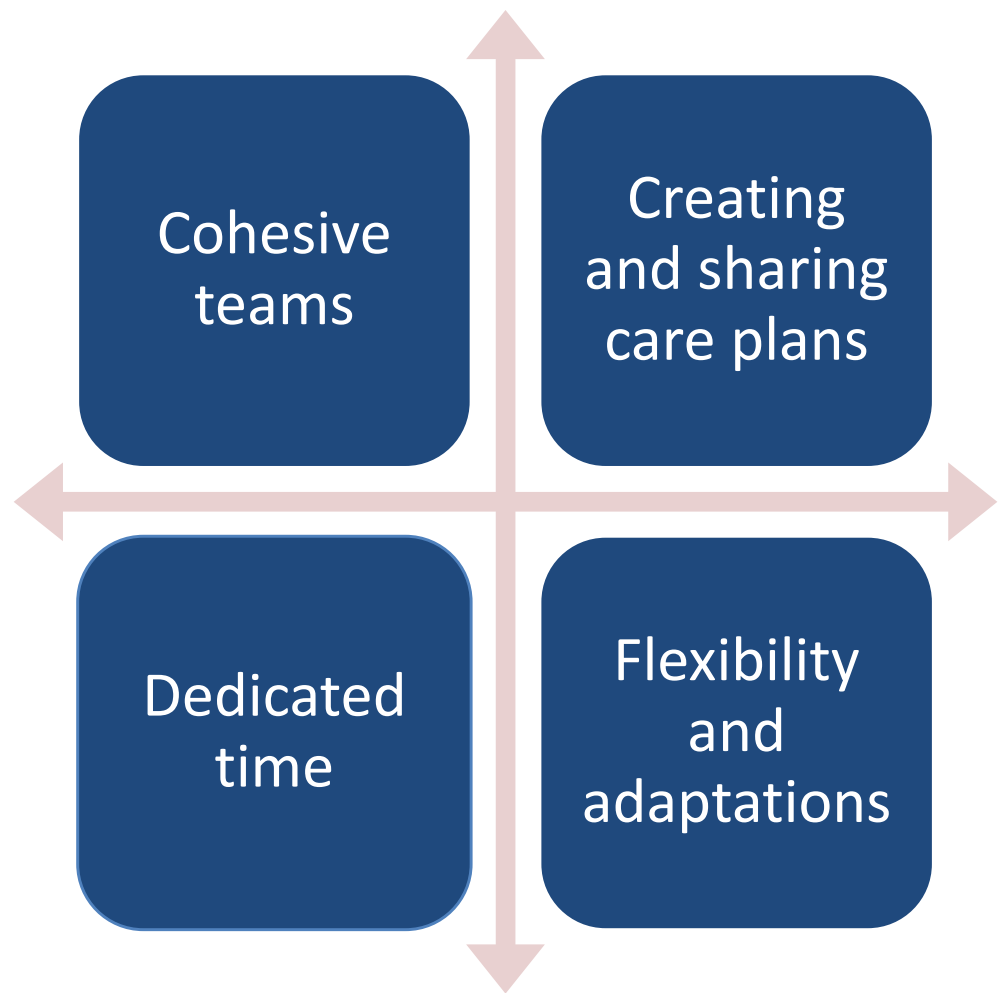


Implementation methods:

- Engaged decision makers
- Identified and trained case managers
- Provided ongoing support to clinics and teams
- Established a monthly community of practice and regular check-ins



Learnings:



Cohesive teams:

- Pre-existence of team-based approach to care
- Presence or implementation of full team meetings
- Co-location of team



Creating and sharing care plans:

- Team engagement on care plans
- Clinical information systems and sharing care plans





Dedicated time:

- Protected time for CM role and duties
- Dedicated time for team meetings on CM



Flexibility and adaptations:

- Inclusion criteria
- Accounting for clinic environments
- Caseload



Key messages:

- The importance of dedicated time
- Team dynamics
- Capacity to share care plans
- Flexibility and adaptations



Thank you!!

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