

What is Case Management?

Day 1 Session 5

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Introduction

- Economic, social and medical changes continue to reshape health and social care provision worldwide.
- Increases in knowledge, treatment options, clinical outcomes and survival rates for children with cancer has made the co-ordination of care more complicated.

The role

- A case manager is a knowledgeable, skilled partner and advocate for the child and their family.
- The case manager also may plays a vital role in helping his/her organisation identify and meet the needs of children and families in their care.

Who can be case managers?

- “Case Management “ may be a core part of the role of various health and social care worker’s jobs – doctors, nurses, social workers, psychologists etc.
- Alternatively “Case Management” may be seen as a separate job category.

Vision of Case Management



- Increase the quality of care and quality of life of children and their families as they undergo complex and prolonged life saving treatment programs
- Improves service coordination, access, and reduce costs of care through coordination of services and reduced duplication
- Provides advocacy and support

What is Case Management?

- **Multi-step** process in complex cases
- **Coordination** of services including all health and social care
- **Ensures access** to a full range of appropriate medical, psychosocial and social services for the child and their family, which promotes and supports the functioning of the child and family.

How is it organised?

- Case management can be accomplished through:
 - a designated case manager
 - a team approach within an organisation
 - by supporting self / family centered management
 - by a case manager in another community-based setting.

Case Management - defined



- A set of patient-centered services
- May include health care, psycho-social and other services
- Coordinated by a case manager to ensure
 - timely, coordinated access to medically appropriate levels of health and support services
 - continuity of care
 - ongoing assessment of the child's and other family members' needs and personal support systems
 - prevention of unnecessary hospitalization

(adapted from Cirelli, Florida AETC)

Goals of case management



- Empowering the patient and their family.
- Promoting and supporting independence and self-sufficiency.
- Assisting patients in accessing and maintaining specific services.

Objectives of Case Management?

- Assuring **continuity of care** and follow-up
- Providing a comprehensive family-centered **assessment of medical, social and psychosocial needs**
- Develop and implementing a **care plan**
- **Coordinating health care, services and referral activities**
- **Minimise duplication** of services
- **Crisis intervention / information**
- Periodic **reassessment and evaluation** of client needs and case management activities

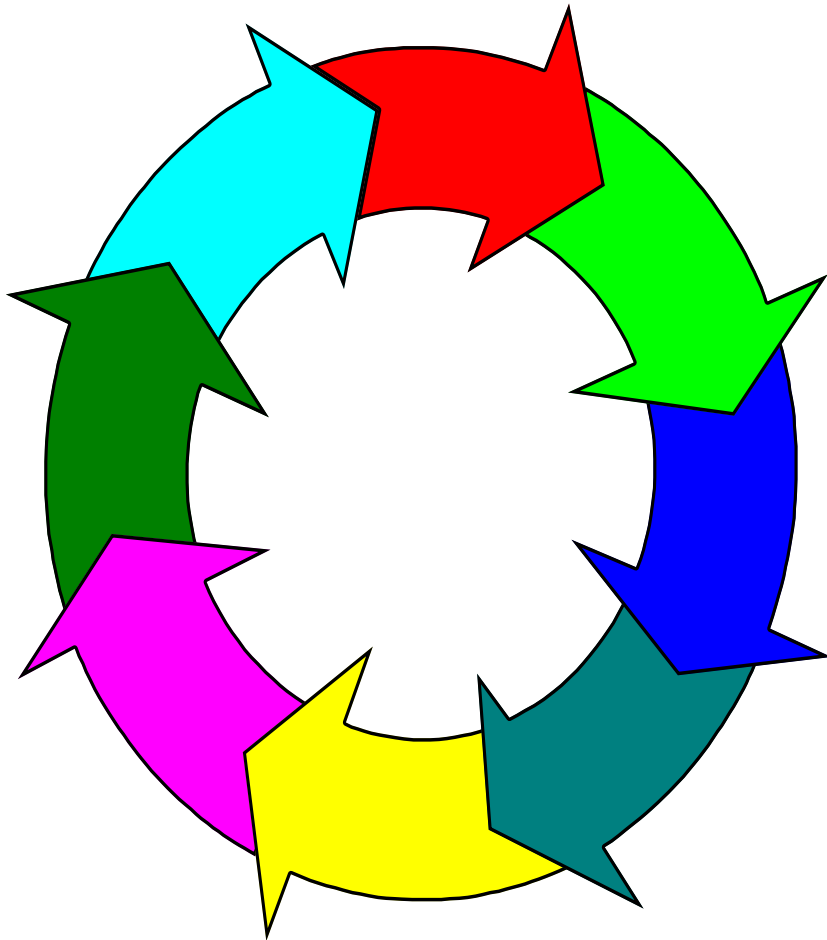
Other Functions

- Problem **solving and removing obstacles** to the implementation of care plans
- **Client empowerment** and self directed positive health practices
- Help child and the family **deal with organisational or other service barriers**

The Case management process

- Assessment
- Development of initial care plan
- Care plan implementation / monitoring / communication
- Reassessment, updating care plan, case conferences
- Crisis intervention
- Discharge

Service coordination



- Follow through with and implement the care plan with the child / family
- Be the liaison between patient and other service providers
- Client advocacy