



Case Managers

Case Management

If you work in either of the Internal Medicine offices, or in Pediatrics, you are likely familiar with the role of case management, as they have been embedded in those clinics for several years now. However, with the implementation of the Upper Payment Limit, it is important that the specialty clinics also understand the role that the case managers will be playing in patient care, as this role will be expanding throughout the corporation.

What do case managers do?

Case managers work with and for patients, typically outside of the face-to-face visit, to help patients meet their health goals.

How do they do this?

1. **Transition of care**—the case managers help patients transition from hospital to home, or from a skilled nursing facility to home. This is short-term assistance, called “episodic” management.
2. **Medication reconciliation**—Case managers call patients after they are discharged from the hospital to ensure that they understand what medications they need to take, and set up their hospital follow-up visit. They also make sure the patient has transportation, food in the house, and the necessary support to help with a successful transition to home.
3. **Longitudinal care management**— this is long-term management, where the case manager works with the patient over a 12-month period to assist them with their chronic conditions, such as uncontrolled diabetes, Alzheimer disease, or COPD. The goal is to keep patients at home, and as healthy as possible, so they aren’t facing one admission after another.

A key component to the job that case managers are doing includes the creation of the **Care Plan**. The care plan is a means for the case manager, patient, and physician to outline the patient’s healthcare goals. The Care Plan is reviewed periodically to ensure the patient is on track with achieving their goals. The Care Plan is also reviewed by the patient’s other providers to make sure all members of the care team understand the patient’s goals and progress.