

2013 Healthcare Benchmarks: Case Management

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Date: May 2013

Pages: 78

Price: US\$ 139.00 (Single User License)

ID: 2AA7D15D55CEN

Abstracts

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Care coordination by healthcare case managers is helping to drive clinical and financial outcomes in population health management and bolster emerging models of care such as the patient-centered medical home and the accountable care organization.

2013 Healthcare Benchmarks: Case Management provides actionable information from 118 healthcare organizations on the prominence, placement and responsibilities of case managers as well as case management-driven outcomes in healthcare utilization, cost and compliance.

Download the executive summary of 2013 Healthcare Benchmarks: Case Management.

This fourth annual analysis of healthcare case management trends delivers 78 pages of newly collected metrics and measures on current and planned case management initiatives, presented in more than 60 easy-to-follow graphs and tables.

This all-new data is derived from responses to the fourth annual Healthcare Intelligence Network Case Management Survey conducted in May 2013.

New in the 2013 Edition: This all-new report, now in its fourth year, contains the following new data:

Comparative 2010-to-2013 data on key case management activities;

Workers' compensation as target for case management;

Resource allocation and effectiveness of case management for Alzheimer's, dementia and trauma patients;

The top challenges and benefits of embedded case management;

Improvements and innovations resulting from embedded case management in respondents' own words;

Priority of long-term care planning for case managers;

Emerging case management certification requirements;

Poll results: Should CMS recognize case managers as billing providers?

2013 Healthcare Benchmarks: Case Management also documents in respondents' own words their most successful case management interventions, tools and workflows as well as anticipated program launches.

This report provides all-new expanded data by overall respondents as well as managed care, health plan- and hospital-only views on:

Current and planned healthcare case management programs;

Populations and conditions targeted by case management efforts;

The top five responsibilities of the healthcare case manager;

Work locations and average case manager case loads;

Tools and strategies to identify patients most in need of case management;

Tactics to evaluate a case manager's performance and program impact;

Overcoming barriers to case management and to the launching of programs in this area;

The impact of healthcare case management on healthcare utilization, member/patient satisfaction and ROI;

The complete May 2013 Healthcare Case Management survey tool;
and much more.

Download the executive summary of 2013 Healthcare Benchmarks: Case Management.

This industry snapshot is enhanced with commentary from thought leaders in healthcare case management who have shared details on case management programs over the last year.

Healthcare organizations will benefit from a review of these performance and utilization metrics to evaluate, plan and retool case management programs.

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