

# **New Horizons in Healthcare Case Management: Benchmarks, Metrics and Models**

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## **Abstracts**

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To adequately prepare for emerging reimbursement models in the industry, healthcare organizations should anticipate a centralized case management approach for optimal resource management and consumption, advise leading industry thought leaders. Healthcare case managers are hailed as having significant impact on service utilization, management of chronic illness and healthcare costs.

The 200-page New Horizons in Healthcare Case Management: Benchmarks, Metrics and Models examines the latest trends in healthcare case management, the impact of case managers across the care continuum and what's working in embedded or colocated case management, an emerging strategy of positioning case managers inside primary care practices.

Table of Contents:

Chapter 1: 2011 Benchmarks in Healthcare Case Management

Chapter 2: Case Management Metrics Across the Continuum

Chapter 3: The Medical Home Case Manager

Chapter 4: Case Managers in the Primary Care Practice

This resource is illustrated with more than 90 figures and tables and answers more than 50 questions on patient-centered case management.

Download the executive summary and complete table of contents for New Horizons in Healthcare Case Management: Benchmarks, Metrics and Models.

Market research by the Healthcare Intelligence Network indicates that 85 percent of healthcare organizations are using case managers, with many companies co-locating case managers alongside healthcare providers.

### **Report Highlights:**

Actionable data from 201 healthcare companies 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 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;

Impact of healthcare case management on utilization, member/patient satisfaction and ROI.

Case management metrics across the care continuum, including:

Number of organizations whose case managers are the primary patient educators;

Percentage of case managers conducting post-discharge home visits;

Percentage of case managers embedded or colocated in physician practices and other points of care;

Case management for reducing hospital readmissions and avoidable ER visits;

Contribution of case management to patient satisfaction and experience.

The medical home case manager:

Building physician practices buy-in for embedded case managers;

The case manager selection and training process;

Identifying patients that would benefit best from this type of case management;

Skill sets, roles, tools and responsibilities of the embedded case manager;

Case load management;

Real-life examples of patient self-management patient action plans;

Results from the Geisinger Health Plan's embedded case manager program.

Case managers in the primary care practice:

Readying a practice to receive case managers;

Guidelines for embedded case manager skills, selection, funding, case loads and job responsibilities;

Target populations and member stratification strategies;

Contributions of pharmacists to CDPHP's Enhanced Primary Care effort;

Benefits of home-based telemonitoring;

Guidelines for integration of primary and behavioral health in a physician practice;

Lessons learned from embedded case manager pilots.

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**CHAPTER 1: 2011 BENCHMARKS IN HEALTHCARE CASE MANAGEMENT**

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**CHAPTER 3: THE MEDICAL HOME CASE MANAGER**

**CHAPTER 4: CASE MANAGERS IN THE PRIMARY CARE PRACTICE**

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