2012 Healthcare Benchmarks

Embedded Case Management

Note: This is an authorized excerpt from *2012 Healthcare Benchmarks: Embedded Case Management.* To download the entire report, go to http://store.hin.com/product.asp?itemid=4413 or call 888-446-3530.

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2012 Healthcare Benchmarks: Embedded Case Management

Healthcare organizations who are currently embedding or co-locating case managers at points of care discuss the impact embedded case management has on healthcare outcomes, utilization and spend.

"Having integrated care management and active engagement with patients who have chronic illness are [benefits of embedded case management]."
> Physician organization

"[The most important contribution of the case manager to our organization] is coordination of care."
> Hospital

"Having a transition coach process initiated with face-to-face visits [has had the most significant impact on our populations served by case managers]."
> Managed Care Organization

"Patient satisfaction is [the single most important factor of a successful case management program]."
> Physician organization

2012 Healthcare Benchmarks: Embedded Case Management

This special drill-down report is based on data provided by the 51 percent of respondents to the 2012 Healthcare Case Management e-survey who reported they are currently embedding or co-locating case managers at points of care.

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About the Healthcare Intelligence Network

The Healthcare Intelligence Network (HIN) is an electronic publishing company providing high-quality information on the business of healthcare. In one place, healthcare executives can receive exclusive, customized up-to-the-minute information in five key areas: the healthcare and managed care industry, hospital and health system management, health law and regulation, behavioral healthcare and long-term care.

Executive Summary

Despite challenges ranging from physician and practice buy-in to recruitment and retention, the number of healthcare companies embedding or co-locating case managers in care sites continues to rise. Just over half of respondents to our third annual Healthcare Case Management e-survey said they embed case managers at the point of care; of those 2012 respondents, nearly 60 percent cited the primary care practice as the most likely work site for an on-site case manager.

This executive summary examines the responses of companies who embed case managers, providing a high-level look at work locations, program components, and the greatest challenges and benefits of this case management strategy. Responses provided by 153 healthcare organizations revealed that case management presence at primary care sites had quadrupled in just the last 12 months, from 14 percent in 2011 to 58 percent this year.

Case managers remained integral parts of the hospital process in 2012, with 52 percent reporting the presence of case managers in hospitals. And this year's respondents said they embed case managers within the community (14.6 percent), the community clinic (12.5 percent), home care (10.4 percent) and long-term care facilities (2.1 percent).

Respondents say the benefits of embedding case managers include improved patient engagement and satisfaction, care continuity and transition management. Robert Fortini, vice president and chief clinical officer at Bon Secours Health System, which launched an embedded case management program in 2009, says embedded case managers actively participate in the medication regimens of geriatric patients to increase medication compliance levels. "That 20 minutes of education that a case manager will perform with an elderly patient about what medications do and how they should be taken are invaluable," he says.

To identify individuals for case management, 72% of respondents use case management assessments.

"Getting the site to agree to co-location is one challenge of embedded case management."

Using This Report

This benchmarking report is intended as a resource for healthcare organizations searching for comparable data and means to measure implementation and progress. It is also a helpful planning tool for organizations preparing to launch initiatives in this area.

Here are some additional tips for using this report:

- ✓ See how you measure up: Scan this report for your sector, and see how your program compares to others. Note where you are leading and where you are behind.
- ✓ Evaluate your efforts: Think about where you have been focusing your efforts in this area. Look for trends in the data in this report. Look for benchmarks set by your sector and others.
- ✓ Set new goals: Use the data in this report to set new goals for your organization, or to raise the bar on existing efforts.
- ✓ Use it as a reference book: Keep this report accessible so you can refer to it in your work. Use these data to support your efforts in this area.

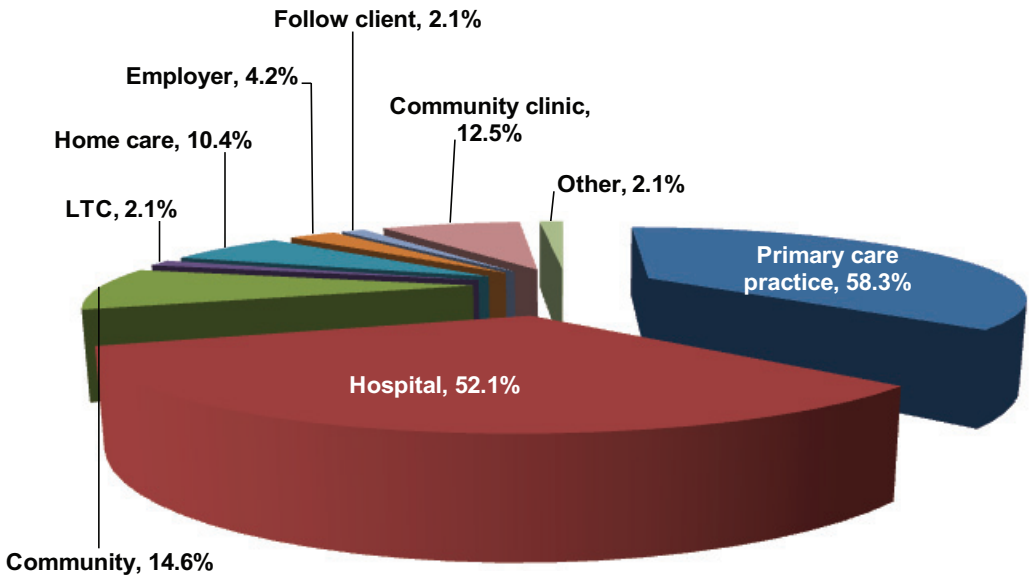
If you have questions about the data in this report, or have feedback for our team, don't hesitate to contact us at info@hin.com or 732-449-4468.

Cardiovascular disease is the number one targeted condition for case managers, say 76% of respondents.

"A benefit of embedded case management is having patient/ family face-to-face interaction."

Figure 8: All - Care Sites of Embedded CMs

At which care sites are case managers embedded or colocated?



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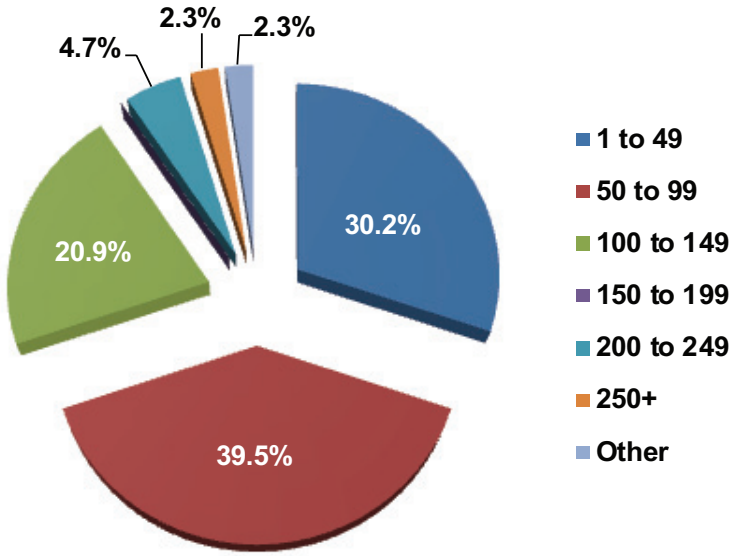
January, 2012

Figure 9: All - Average Monthly Caseload of an Embedded CM

What is the average monthly caseload of an embedded case manager?



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