

2013 Healthcare Benchmarks

Case Management



Note: This is an authorized excerpt from *2013 Healthcare Benchmarks: Case Management*.
To download the entire report, go to <http://store.hin.com/product.asp?itemid=4631> or call 888-446-3530.

2013 Healthcare Benchmarks: Case Management

118 healthcare organizations describe their case management strategies and trends for 2013, including targeted populations and health conditions, responsibilities of case managers, locations of embedded case managers, and much more.

“We saw a decrease in avoidable admissions [due to embedded case management].”

> **Hospital**

“[The single most important factor of a successful case management program] is having skilled case managers.”

> **Independent case management**

“Our discharge discrepancy tool has [significantly impacted the population served by case managers].”

> **Healthcare provider**

“[The most important contribution of the case manager to our organization] is the passion for patient-centered principles and a focus on the Triple Aim.”

> **Physician organization**



2013 Healthcare Benchmarks: Case Management

This special report is based on results from the Healthcare Intelligence Network's fourth annual e-survey on Healthcare Case Management administered in May 2013.

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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

As care coordination by healthcare case managers continues to drive clinical and financial outcomes in population health management, expect to see lots more case managers — not just in newly launched initiatives but co-located in nursing home, long-term care (LTC) and assisted living settings.

This anticipated boom in case management (CM) is reflected in responses to the fourth annual Case Management Survey by the Healthcare Intelligence Network, in which 57 percent said they will add case managers in the coming year (up from 27 percent in 2012). This spike may be fueled by reports of increased ROI from case managers' interventions. Eighteen percent of this year's respondents reported program returns of between 2:1 and 3:1 — a 50 percent jump over 2012 results in this range.


While current utilization of case management remained steady at 88 percent, the trend of embedded or co-located case managers at care sites climbed to 54 percent, up from 51 percent 12 months ago. Primary care practices and hospitals are still the favored sites for embedding, but a surge this year in case managers working within LTC facilities and the community reflects the expanded roles of these stakeholders in the management of care transitions.

Another notable case management trend for 2013 is a tripling of CM impact on populations with cardiovascular disease (CVD). Twenty-four percent identified CVD as the diagnosis most responsive to case management, up from 9 percent in 2012. Diabetes remains the health condition most reactive to CM interventions.

Also identified: larger case loads for case managers, as well as expanded education requirements and CM certifications.

Survey Highlights

- ✓ The use of biometric screening to identify patients for case management doubled from 9 to 18 percent in the last year.



88% of survey respondents utilize case managers.

“Care coordination and the quality of transitions are important contributions of our case managers.”

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 readying initiatives in this area.

The initial charts and graphs presented represent results from all respondents; images in subsequent sections depict data from high-responding sectors. (Figure titles begin with the segment they represent; for example, All, Health Plans, Hospitals, etc.)

Often, one of the largest responding sectors is composed of respondents identifying their organization type as “Other.” In general, we do not depict results from this segment because it represents a wide range of organization types, including consultants and product vendors. However, you will always find a graph indicating the demographics of respondents.

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.

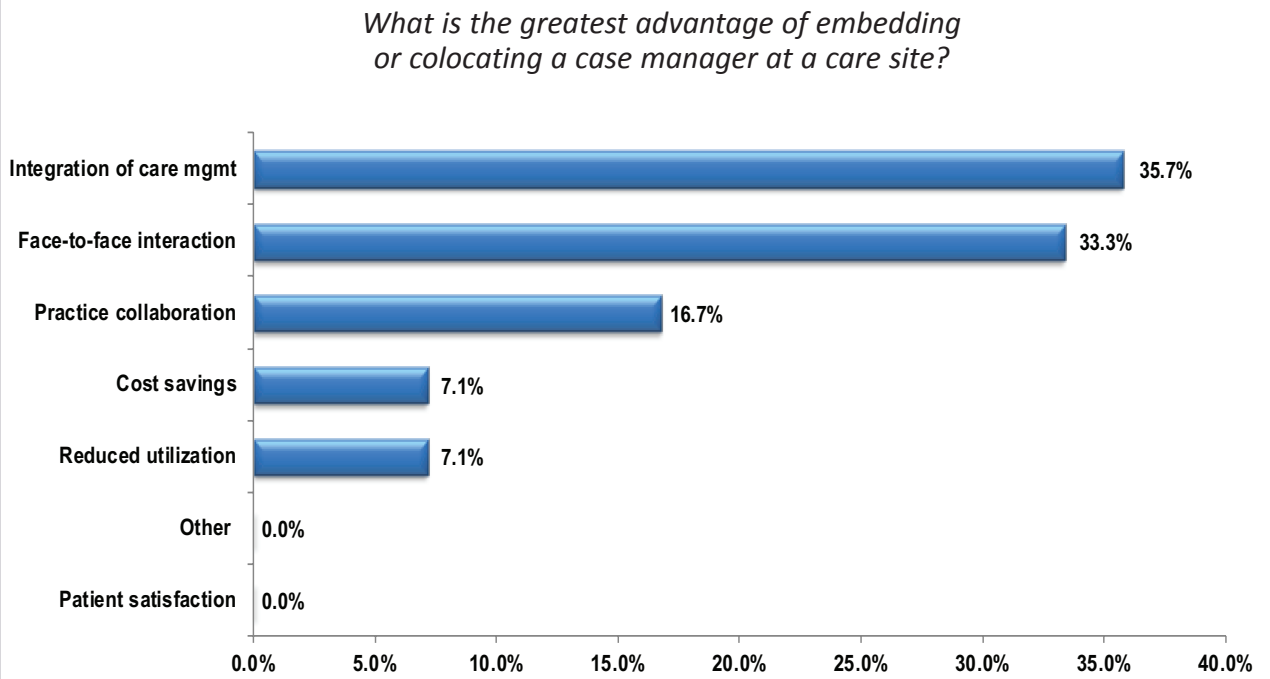
If you have questions about the data in this report, or have feedback for our team, don't hesitate to contact us at info@hin.com or 732-449-4468.



The primary care practice is where 57% of respondents embed their case managers.

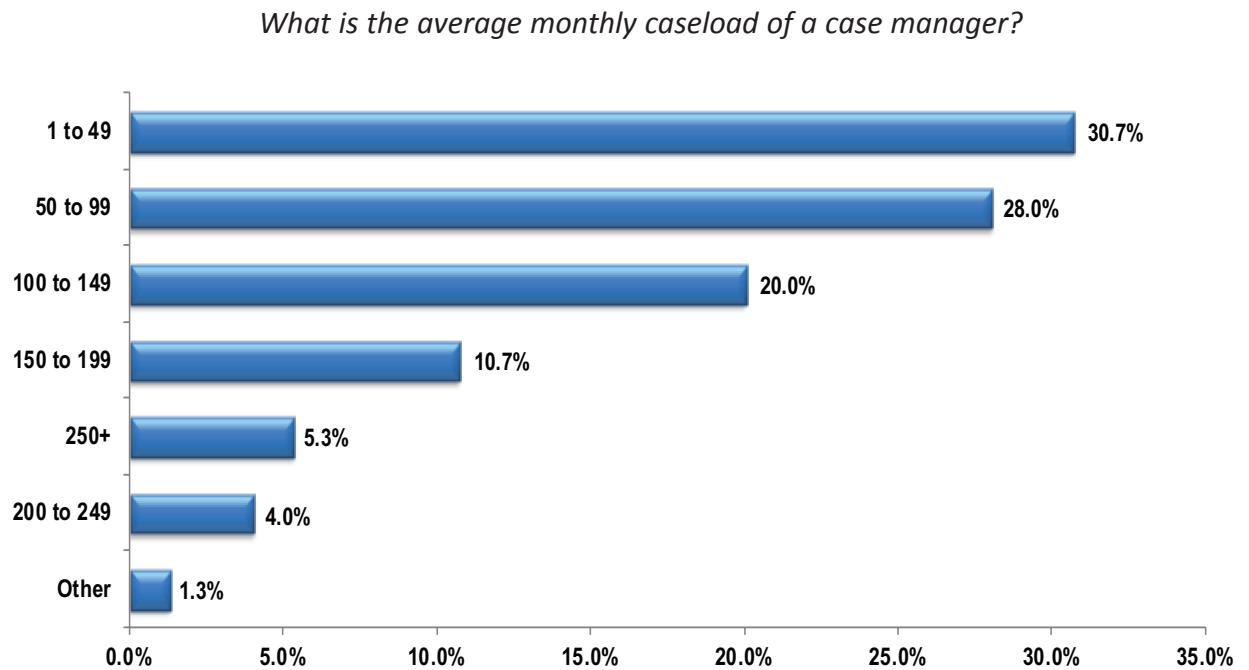
“The case management services area is a cost-effective way to meet tri-goals of access, cost and quality. Their services should be billable.”

Figure 3: All - Advantages of Embedding Case Managers



*HIN Healthcare Case Management Survey
May, 2013*

Figure 4: All - Case Manager Caseload



*HIN Healthcare Case Management Survey
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