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Guide to Patient-Centered Case Management

Revised Edition

The Healthcare Intelligence Network
800 State Highway 71, Suite 2, Sea Girt, NJ 08750

Guide to Patient-Centered Case Management, Revised Edition

Contributors

Mary Cooley, RN, BSN, MS, CCM, senior manager of case and disease management at Priority Health

Diane Littlewood, RN, BSN, CDE, regional manager of case management for health services at Geisinger Health Plan

Rebecca Ramsay, BSN, MPH, senior manager of care support and clinical programs at CareOregon

Joann Sciandra, RN, BSN, CCM, director, case management strategic planning, health services, Geisinger Health Plan

Jan Van Der Mei, RN, MS, ACM, continuum case management director at Sutter Health Sacramento Sierra Region

Marcia Wade, MD, FCCP, MMM, senior medical director for Aetna Medicare Medical Management

Moderator

Melanie Matthews

HIN executive vice president and chief operating officer

Editors

Patricia Donovan

Jackie Lyons

Jessica Papay

Cover Design

Jane Salmon

Table of Contents

Executive Editor’s Note	8
Chapter 1: Overview	9
2011 Case Management Survey Highlights	9
Key Findings	10
About the Survey	11
Respondent Demographics.....	11
Conclusion	12
Chapter 2: Long-Term Complex Case Management	13
Team-Based Case Management Programs	14
Using Predictive Models to Identify High-Risk Populations.....	15
Four Conditions Used to Classify Members.....	18
Using Questionnaires to Determine Care Plans	21
Five Domains of Patient Assessment for Case Selection	22
Effective Staffing of Case Management Teams.....	23
Monitoring Case Manager Performance	24
Calculating Program ROI	27
Chapter 3: Best Practices in Care Coordination	29
Key Elements of Care Coordination	29
Goals of Care Coordination.....	31
Focus on Care Transitions	33
Heart Failure Care Coordination	34
Diabetes Care Coordination.....	36
Chapter 4: The Embedded Case Manager	39
Geisinger’s Medical Home Model.....	40
The Embedded Case Manager.....	42
Selecting a Case Manager.....	44
Case Manager Skill Sets and Key Qualities	46
Case Manager Training and Support	48
Identifying Target Populations for Case Management	49
Post-Discharge Case Management	52
Case Management in Home Health, SNFs and Care Transitions	55
Success from the Case Manager Effort.....	57
Chapter 5: Assessing Health Risk in the Elderly	58
Measuring Risk Factors	61
Coordinating with Physicians to Reduce Readmissions.....	62
Tools to Reduce Costly Risk.....	64

Risk Adjustment and Reimbursement	66
HRAs to Identify Risk	67
Chapter 6: Case Management to Reduce Readmissions.....	69
The IHI Triple Aim Model	69
Pilot for Population with Cardiovascular Conditions	70
In-Hospital Process Heads off Readmissions	71
Outpatient Case Management	73
Value of Follow-Up Visit.....	74
The Post-Discharge ‘Handshake’	75
Outcomes of Cardiovascular Initiative.....	76
Expanding the Care Transitions Intervention.....	77
A Priority Health Success Story.....	78
Hope from the Patient-Centered Medical Home.....	79
Q&A: Ask the Experts	81
Explaining Case Management to Members.....	81
Evaluating Program ROI	81
Staffing Case Management Programs.....	82
Case Manager Case Load	82
Transitioning Between Outreach Teams and Case Management	83
Embedding Teams in Primary Care Practices.....	83
Compiling an Outreach Effort Spreadsheet	84
Staffing a Transitional Team.....	84
Optimum Patient Management.....	85
Adult Day Services	85
Patient Costs	86
Case Manager Skill Sets	86
Role of Home Health	86
Nurse-to-PCP Ratios.....	87
Medication Reconciliation	87
Patient Monitoring.....	87
Patient’s Plan of Care.....	88
Advanced Illness Program.....	88
Support Staff Requirements	89
Fitting Case Management Into the Medical Home.....	89
Engaging Non-Compliant Patients	89
What is a Complex Case?.....	90
Integrating the Medical Home with the Health Plan.....	90
Technology Supporting the Medical Home Model	90
Staffing the Case Manager Call Center	91
Home Health and Home Visits.....	91

Stratifying Complex Patients.....	92
Case Manager Competencies	92
Investment in Medical Home Infrastructure	92
Targeted Case Management Populations	93
The Case Manager’s Role in the Practice.....	93
Engaging the Practice in the Program	94
Making the Most of the Case Manager Resource	94
Case-Managing the Sick of the Sickest	95
Building Physician Buy-In for the Embedded Case Manager.....	95
Case Management Tools.....	95
Predictive Modeling for Risk Identification	96
Funding and Reimbursement for the Embedded Case Manager	96
CCM Certification.....	96
Time Line for Program Implementation	97
Importance of Technology in Program Model	97
Using Screening Tools to Indicate Risk.....	97
Predictable Factors in Medical Cost Control.....	97
Role of the Community Pharmacist.....	98
Medication Reconciliation	98
Tracking and Measuring Health Risk.....	98
Physician and Case Manager Collaboration.....	99
Role of the Case Manager	99
Online HRAs	99
Using HRA to Prevent Hospital-Acquired Infections.....	99
Predicting Risk During Care Transitions	100
Stratifying High-Risk Factors	100
The Caregiver’s Role in Assessing Risk.....	101
Demographic, Income and Geographic Factors.....	101
Sharing a Member’s Risk Score	101
Determining a High-Risk Patient.....	102
Unintended Consequences from Care Transition Efforts	102
Follow-Up Protocols for Heart Failure Patients	103
Red Flag Education Tools	103
Hospitals’ Response to Reimbursement for Quality.....	103
Funding for Care Transitions.....	104
Glossary	105
For More Information.....	107
About the Authors.....	114

List of Figures

Figure 1: Case Manager Work Locations	10
Figure 2: Care Support Team Members	14
Figure 3: Care Support Program Structure	14
Figure 4: ACG-PM Risk Scores.....	17
Figure 5: Opportunity for Impact.....	17
Figure 6: Targeted Stratification Methods	18
Figure 7: Previous View of Condition Prevalence	18
Figure 9: Combining Condition Markers and Utilization	19
Figure 8: Risk Scores for Four Key Conditions	19
Figure 10: Stratifying Members for Care Management	20
Figure 11: Care Management Competencies.....	23
Figure 12: Sample Case Manager Interview Questions.....	24
Figure 13: Measuring Proficiency with Motivational Interviewing	25
Figure 14: Patient Activation Level at Baseline	25
Figure 15: PAM Trend — Activation Score	26
Figure 16: Sample Care Manager Care Plan	26
Figure 17: Evaluating Cost Per Capita	27
Figure 18: More ROI Data	27
Figure 19: Joining Care Coordination & Disease Management	30
Figure 20: Successful Tactics for Care Coordination	30
Figure 21: Sutter Care Coordination Program	31
Figure 22: Sample Guideline-Based Care Plan	32
Figure 23: Benefits/Focus of Care Coordination Program	33
Figure 24: SCCP Utilization Measures — Cost	33
Figure 25: SCCP Utilization Measures — Visits	34
Figure 26: Heart Failure Management Interventions	34
Figure 27: Heart Failure Monitoring Guide	35
Figure 28: Heart Failure ACE/ARB Rates	35
Figure 29: Diabetes Management Interventions	36
Figure 30: Risk Stratification for Diabetes Monitoring	37
Figure 31: Monitoring Guidelines from Labs	37
Figure 32: Improvements in Diabetes Compliance	38
Figure 33: Geisinger’s Integrated Health Service Organization	39
Figure 34: Five Core Components of the ProvenHealth Navigator Model	40
Figure 35: Health Navigator Quality Criteria.....	41
Figure 36: Clear Opportunity Lies with Inpatient Admissions	42
Figure 37: Clear Opportunity Lies with Readmissions	42
Figure 38: Embedded Case Managers Keys to Success	43
Figure 39: Case Manager Nursing Backgrounds	45

Figure 40: Key Qualities of a Case Manager.....	46
Figure 41: Skill Sets of a Case Manager.....	46
Figure 42: Training Case Managers.....	48
Figure 43: First Steps for High-Risk Case Identification	49
Figure 44: MEDai: Risk Navigator Clinical.....	51
Figure 45: Population Identification	52
Figure 46: Post-Hospital Management	53
Figure 47: Sample HF Self-Management Action Plan	53
Figure 48: Telemonitoring Tools	54
Figure 49: Disease Management at Geisinger.....	54
Figure 50: Vertical Build of Case Management	55
Figure 51: SNFs — Opportunities to Partner.....	56
Figure 52: Best Practice Shows More Dramatic Improvements Possible	57
Figure 53: High-Risk Member Resource Consumption	58
Figure 54: Quality-Based Medical Management Approach to Identified Risk.....	59
Figure 55: Identifying and Stratifying Impactable Medical Risk.....	60
Figure 56: Hospital Admissions and Readmissions	60
Figure 57: Measuring Readmissions: Absolute Rate vs. Percentage.....	61
Figure 58: Aetna-Intel Medicare Biomonitoring Study.....	62
Figure 59: Collaborative Care Management	63
Figure 60: Biomonitoring Study.....	64
Figure 61: Medicare Adjusted Risk Scores	65
Figure 62: Specific Coding Can Make a Big Difference	66
Figure 63: Example of Hospital Chart	66
Figure 64: Less Effective HRA Approaches	68
Figure 65: Priority Health In-Hospital Intervention	72
Figure 66: Priority Health Post-Discharge and Home Care.....	73
Figure 67: Case Management from Hospital to Home	75
Figure 68: Care Transitions: Outcomes 2008	76
Figure 69: Comparing Medicare FFS and Medicare Advantage Utilization	76
Figure 70: Care Transitions Expansion for Heart Failure Registry.....	77

Executive Editor's Note

Welcome to the Healthcare Intelligence Network's *Guide to Patient-Centered Case Management, Revised Edition*. Market research we have conducted over the last several years indicates that healthcare case managers are taking on more responsibility in the care coordination continuum — from management of the chronically ill in primary care to overseeing post-acute transitions in care to educating patients on appropriate use of the emergency department. In our January 2011 survey on healthcare case management, 91 percent of responding organizations use case managers, up from 84 percent in 2010.

This special report, *Guide to Patient-Centered Case Management, Revised Edition*, takes an inside look at case management interventions that are getting results that translate into healthcare savings. Throughout this guide, a panel of experts describe a variety of strategies — from identifying populations that would benefit from case management to maintaining contact with members and patients over the course of their illness. The interventions range from disease-specific case management for individuals with diabetes and heart failure to case management efforts that are reducing avoidable hospital readmissions.

Each chapter in this guide documents returns generated by targeted case management interventions in place at Geisinger Health System, Aetna Medicare and other organizations:

Chapter 1: Overview and Key 2011 Case Management Benchmarks*¹

Chapter 2: Long-Term Case Management

Chapter 3: Best Practices in Care Coordination

Chapter 4: The Embedded Case Manager

Chapter 5: Assessing Health Risk in the Elderly*

Chapter 6: Case Management to Reduce Readmissions*

Chapter 7: Q&A

Your business and the individuals in your care will benefit from the strategies introduced in the *Guide to Patient-Centered Case Management, Revised Edition*.

Melanie Matthews, HIN executive vice president and chief operating officer

* New in the Revised Edition

