Care Coordination and Case Management

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PHASE Internship

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Preceptors

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Project

- Maryland Title V Maternal and Child Health Program
- Care Coordination vs. Case Management for children and youth with special health care needs
  - Definitions?
  - Standards?
  - Quantifiable Outcomes?
**Care Coordination Services**

Care Coordination is an activity that assists clients in gaining access to necessary care and medical, behavioral, social and other services appropriate to their needs. The functions of case management include recovery assessment, care planning, referral/linkage, and monitoring/follow-up.

**Welcome to State Care Coordination**

To view documents in MSWord, PowerPoint and Excel, save documents to your computer and then open.

**Care Coordination**

*What is Care Coordination?*

Care coordination is a process that:
- Engages children and youth with special health care needs (CYSHCN) and their families in the development of a care plan;
- Links them to health and other services that address their needs and concerns; and
- Works to promote optimum health, functioning, and quality of life for CYSHCN and their families

**http://adaa.dhmh.maryland.gov/SitePages/Care%20Coordination.aspx**

**http://phpa.dhmh.maryland.gov/genetics/sitepages/care_coord.aspx**
Literature

1. Defining Care Coordination

While the terms “care coordination”, “case management”, and “service coordination” are often used interchangeably, in practice they may reflect different principles or activities; indeed, the same term may be used differently within similar programs or agencies. This inconsistency in

Case Management Versus Care Coordination

There is confusion between the overlapping services of case management and care coordination. Case management is commonly defined as a process that addresses the

What is the difference between Targeted Case Management and Care Coordination?

Both Targeted Case Management and Care Coordination include:

Care coordination is also referred to as case management or service coordination.
The Importance of Care Coordination

- Medical Home Model
Methods

- Systematic Literature Review
- Differentiation of definitions and standards for outcomes
- Review of grantee files
Findings

Care Coordination Ring

Care Coordination

- Definition
  - Family Involvement
  - Collaboration
  - Identification of child and family needs
  - Medical Help
  - Communication
Case Management

- Definition
  - Assessment of Need
  - Plan Development and Implementation
  - Evaluation
Care Coordination

- Standards for Outcomes
  - Satisfaction
  - Function
  - Clinical
  - Costs of Care
Satisfaction

- Achieve patient/family goals
- Reduce unmet needs
- Increase provider and staff satisfaction
Function

- Ease of access to resource information
- Achieve self-management skills
- Enhance communication among providers/family/community partners
- Increase functional abilities
- Support achievement of optimal developmental trajectory
- Single point of entry into multiple services
- Provide positive social supports
Clinical

- Enhance communication among providers/family/community partners
- Increase measures of health
- Increase activity: developmental screening and health promotion (early and periodic screening, diagnosis and treatment)
- Improve access to health and mental health care
Costs of Care

- Reduce emergency department visits
- Reduce hospitalization/hospital days
- Reduce duplication of tests, services
- Reduce repeat data gathering by service providers
- Reduce caregiver work days lost
Challenges

- Wealth of qualitative data
- Dearth of quantifiable outcomes
- Interchangeable nature of terms
- Outdated information
Implications

- Evaluation of services provided by grantees of DHMH in Maryland counties
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Questions?

- Contact information
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