

CHRONIC CARE MANAGEMENT

Key Principles of Case Management

- Enhancing the general practice team role through a multi-disciplinary approach
- Providing pro-active care to patients in the community with the highest burdens of disease
- Working across boundaries and in partnership with secondary care clinicians and social services
- Stratifying patient population to identify patients who are at high risk of unplanned admissions to hospital
- Professional, usually clinical, case managers who develop a personalised Care Plan on the basis of the needs, preferences and choices of the patient
- Care Team managing the patient journey proactively and seamlessly through all parts of the health and social care system.

Adopting the case management approach can have the following benefits for patients:

- preventing unnecessary admissions to hospitals - acute exacerbation of people's chronic conditions should be seen as system failure
- reducing lengths of stay of necessary hospital admissions
- improving outcomes for patients
- improving patients' ability to function and quality of life.