

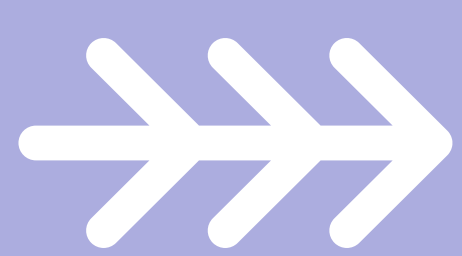
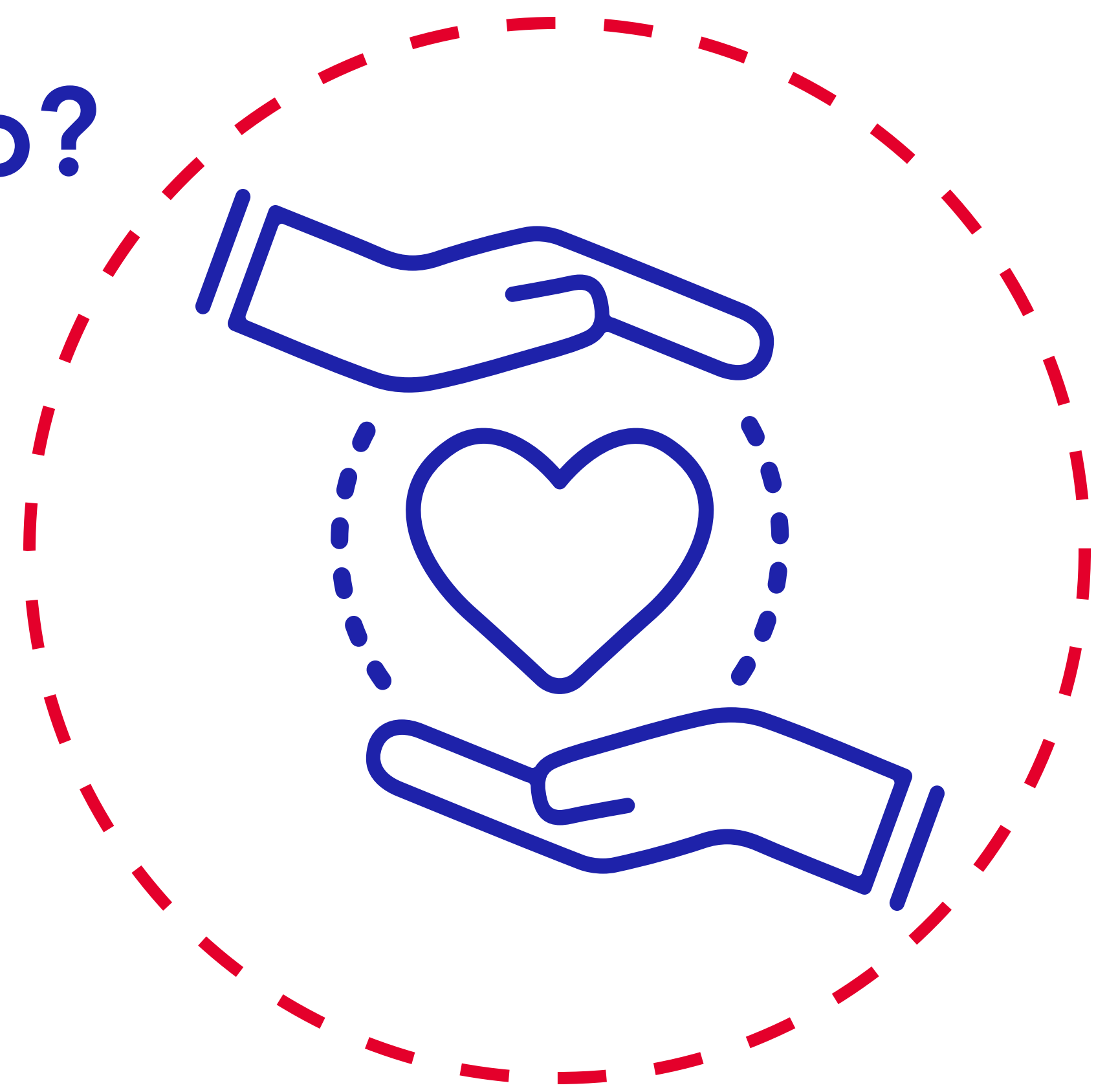
RESEARCH SNAPSHOT

Exploring the role of case managers in treating patients with complex care needs

What makes a case manager effective?

What did the researchers do?

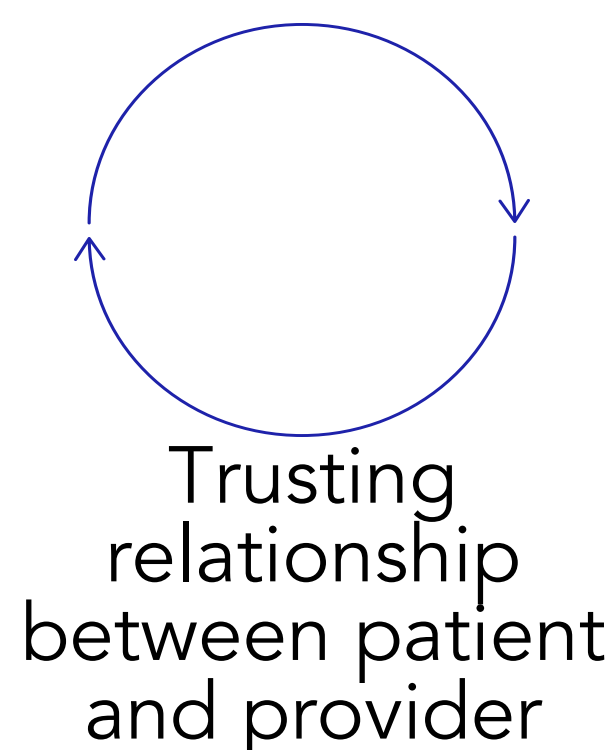
Based on information about case management interventions found in the literature, we developed a theory that explains how case management in primary care works to improve the health of patients who frequently use healthcare services



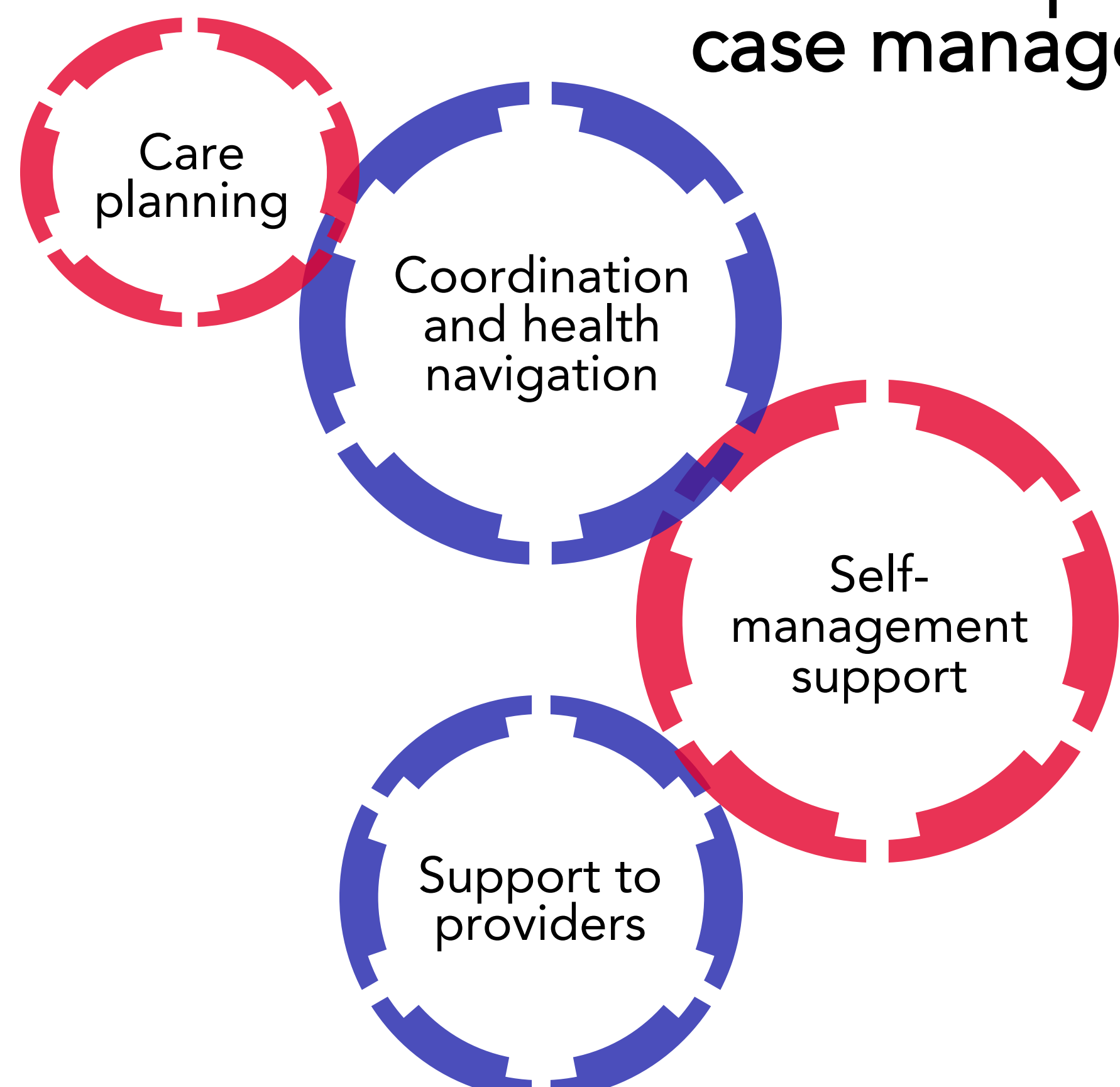
Case management is a collaborative approach to care where a case manager works with other health care providers, the patient and community partners to plan, implement, and coordinate services for a patient.

What did they find?

Key ingredients of case management



Essential parts of case management

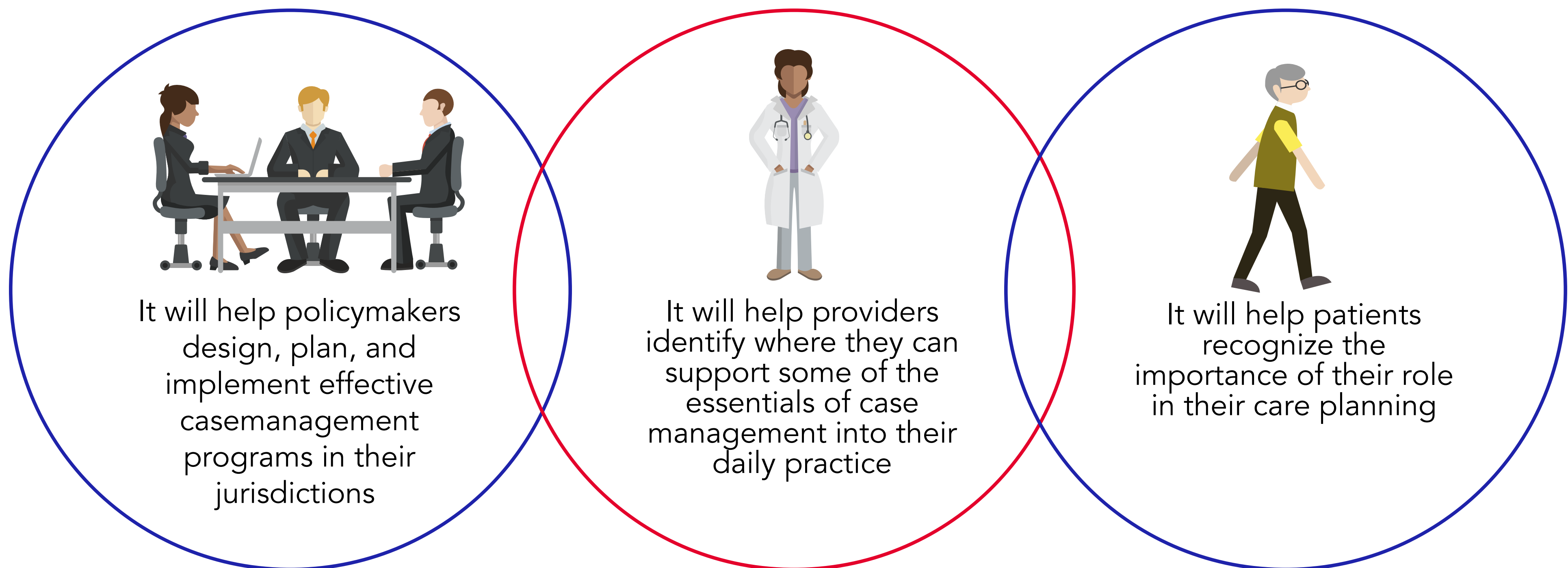


Case management works and improves self-management skills, patient adherence, patient satisfaction, health status, quality of life, quality of care and reduces healthcare use and cost

Why is it important?

A theory explaining how case management in primary care works to improve outcomes for frequent users with complex needs identifies the most essential components for a successful case management program.

This theory will benefit everyone;

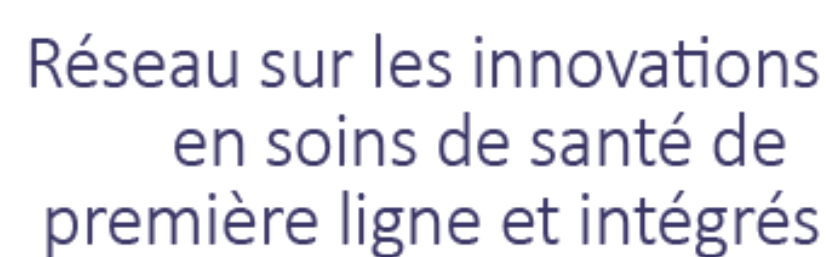


References

Hudon C, Chouinard MC, Aubrey-Bassler K et al. (2017) Case management in primary care among frequent users of health care services with chronic conditions: protocol of a realist synthesis. *BMJ Open*, 7 (9): e017701.

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