THE MULTIMORBIDITY CASE MANAGER’S CURRICULUM
BACKGROUND I
MULTIMORBIDITY

PRESENCE OF TWO OR MORE CHRONIC MEDICAL CONDITIONS IN A SINGLE PERSON

COMPLEX HEALTHCARE NEEDS

INVOLVEMENT OF SEVERAL HEALTHCARE PROVIDERS

INVESTMENTS OF HEALTH, SOCIAL AND ECONOMIC RESOURCES
BACKGROUND II
The JA CHRODIS MULTIMORBIDITY CARE MODEL (MMCM)

1 - DELIVERY SYSTEM DESIGN
COMPREHENSIVE ASSESSMENT
COORDINATED TEAM
INDIVIDUALIZED CARE PLANS
CASE MANAGER

2 - DECISION SUPPORT
IMPLEMENTATION OF EBM
TEAM TRAINING
CONSULTATION SYSTEM

3 - SELF MANAGEMENT
TAILOR SELF-MANAGEMENT
OPTIONS FOR SELF MANAGEMENT
SHARED DECISION MAKING

4 - CLINICAL INFORMATION
SYSTEM
ELECTRONIC PATIENTS RECORDS
EXCHANGE PATIENTS INFOS
UNIFORM CODING
PATIENT OPERATED TECHNOLOGY

5 - COMMUNITY RESOURCES
ACCESS COMMUNITY RESOURCES
INVOLVEMENT OF SOCIAL NETWORK

WWW.CHRODIS.EU
BACKGROUND II
The JA CHRODIS MULTIMORBIDITY CARE MODEL (MMCM)

1 - DELIVERY SYSTEM DESIGN
   COMPREHENSIVE ASSESSMENT
   COORDINATED TEAM
   INDIVIDUALIZED CARE PLANS
   CASE MANAGER

2 - DECISION SUPPORT
   IMPLEMENTATION OF EBM
   TEAM TRAINING
   CONSULTATION SYSTEM

3 - SELF MANAGEMENT
   TAILOR SELF-MANAGEMENT
   OPTIONS FOR SELF MANAGEMENT
   SHARED DECISION MAKING

4 - CLINICAL INFORMATION
   SYSTEM
   ELECTRONIC PATIENTS RECORDS
   EXCHANGE PATIENTS INFOS
   UNIFORM CODING
   PATIENT OPERATED TECHNOLOGY

5 - COMMUNITY RESOURCES
   ACCESS COMMUNITY RESOURCES
   INVOLVEMENT OF SOCIAL NETWORK
CASE MANAGER: the healthcare professional responsible for formulating a coordinated, comprehensive plan for individuals who need long-term health care supervision.

CASE MANAGEMENT: collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes.

Miller-Keane Encyclopedia and Dictionary of Medicine, Nursing, and Allied Health, Seventh Edition. © 2003 by Saunders

Commission for case Management Certification (CCMC)
OBJECTIVE

TASK 4 of JA CHRODIS WP6 on MULTIMORBIDITY

✓ TO IDENTIFY ESSENTIAL PROFESSIONAL COMPETENCIES OF CASE MANAGERS

✓ TO DEVELOP A TRAINING PROGRAMME FOR HEALTH-CARE PROVIDERS

1. To define a minimum set of skills, knowledge, and competencies for a person working as Case Manager for multimorbidity patients in Europe

2. To underline their relevance for patients with multimorbidity

3. To identify the best methods for training
METHODS

1. QUESTIONNAIRE ON CASE MANAGEMENT TRAINING PROGRAMMES FOR CASE MANAGER

2. REVIEW OF THE SCIENTIFIC LITERATURE

3. ADDITIONAL RESOURCES TO STIMULATE DISCUSSION

4. CONSENSUS EXPERT MEETING
METHODS

1. QUESTIONNAIRE ON CASE MANAGEMENT TRAINING PROGRAMMES FOR CASE MANAGER

2. REVIEW OF THE SCIENTIFIC LITERATURE

3. ADDITIONAL RESOURCES TO STIMULATE DISCUSSION

4. CONSENSUS EXPERT MEETING
Questionnaire on case management training programmes for case manager I
Questionnaire on case management training programmes for case manager II

- 50% and 42%, respectively, are implemented at regional and national level
- 60% were launched after 2010, the first one dates back to 2002
- 75% of submitted programmes are ongoing
- High level of education required
- Usually intended for nurses
- Almost never implemented in the context of research programmes
- Required to become a case manager in 50% of cases
- Focused on all typology of patients in almost 40% of cases
- Shared common criteria in almost all cases
- Evidence based practices are the core component of the training programmes
METHODS

1. QUESTIONNAIRE ON CASE MANAGEMENT TRAINING PROGRAMMES FOR CASE MANAGER

2. REVIEW OF THE SCIENTIFIC LITERATURE

3. ADDITIONAL RESOURCES TO STIMULATE DISCUSSION

4. CONSENSUS EXPERT MEETING
SCIENTIFIC REVIEW

PUBMED SEARCH (last 15 years)

search terms: “training” OR “education” AND "case manager" OR "care manager"

- Johnson SA et al. On the Scene: Developing a Nurse Care Coordinator Role at City of Hope. NursAdm Q 2016. USA
- Aliotta SL. et al. The impact of CMSA's case management adherence guidelines and guidelines training on case manager-reported behavior change. Prof Case Manag. 2007. USA
METHODS

1. QUESTIONNAIRE ON CASE MANAGEMENT TRAINING PROGRAMMES FOR CASE MANAGER

2. REVIEW OF THE SCIENTIFIC LITERATURE

3. ADDITIONAL RESOURCES TO STIMULATE DISCUSSION

4. CONSENSUS EXPERT MEETING
11 SKILL COMPONENTS WERE IDENTIFIED AS ESSENTIAL FOR BEING A CASE MANAGER FOR MULTIMORBID PATIENTS IN EUROPE

1 EXTRA ADD-ON TRAINING REQUIRED FOR PEOPLE WITHOUT A CLINICAL HEALTHCARE QUALIFICATION
The components of the Case Manager’s curriculum

Patient & Care Giver
1. Ethical Principles
2. Legislative and organizational frameworks
3. Comprehensive Assessment

Patient & Care Giver
4. Care planning (Individualized Care Plans)
5. Team work principles
6. Supporting patient-centered care
7. Listening and communication skills
8. Strategies to improve and support patient self-management
9. Social and community framework
10. Knowledge and ability to use technology
11. Case Management theory and concepts

Extra ADD-ON

Patient & Care Giver
Extra ADD-ON training

Patient & Care Giver
RESULTS III

THE TRAINING MODEL

- WORKSHOPS
- TRAINING SESSIONS
- SUPERVISED JOB PRACTICAL SESSIONS

- Role playing
- Group classes
- Face to face training
- Brainstorming
- Lectures
- Self-study
- Reading literature
- Online learning

PROGRESSIVE INQUIRE TECHNIQUES & CRITICAL THINKING
RESULTS III
THE MULTIMORBIDITY CASE MANAGER

.....is a professional healthcare provider who is the facilitator of care for complex cases of multimorbidity

.....facilitates and coordinates treatment and care, actively linking the patient to providers and medical services, as well as residential, social, behavioral and other support services in the most efficient way.

.....may support the patient’s needs, wishes, and rights.

.....monitors the continuity of care, follow-ups and documentation of the case.

.....is reference point for the patients, who should be able to access any aspect of their treatment and care via their Case Manager.
CONCLUSION I
FUTURE AIMS

Research to better define the specific role of multimorbidity Case Managers in different care settings.

Definition of an evaluation methodology to assess the quality of both multimorbidity Case Management services and training for Case Managers.

To identify the modality to provide persons who have undergone training and are employed as multimorbidity Case Managers a formal qualification.

Evaluation of the formal recognition of case manager as a specific new role with a specific salary scale.
A ROUNDTABLE WITH INSTITUTIONS TO DISCUSS THE IMPLEMENTATION OF THE MMCM INCLUDING THE ROLE OF THE MULTIMORBIDITY CASE MANAGER
FOR ANY FURTHER QUESTION .............

KEEP CALM AND Call the Case Manager

f.mammarella.ext@aifa.gov.it
This presentation arises from the Joint Action addressing chronic diseases and healthy ageing across the life cycle (JA-CHRODIS), which has received funding from the European Union, under the framework of the Health Programme (2008-2013).