

# How Case Managers Help Patients Navigate the Health Care Maze

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**Meet Bob.**  
Bob is a 74-year-old Medicare patient. He has 3 chronic conditions and is struggling to manage his care and stay healthy. Bob has a daughter and son who live in another city.

65% (almost two-thirds) of Medicare beneficiaries have 2 or more chronic conditions.<sup>1</sup>

**Without a case manager**



**Start: What will Bob's health care experience look like?**



A case manager works collaboratively with clients and their caregivers to **assess, plan, implement, coordinate, monitor, and evaluate** the options and services required to meet the client's health and human service needs.

**With a case manager**



The average Medicare Part D member has 3-4 prescribing doctors.<sup>2</sup>

55% of board-certified case managers say an important role is empowering patients and their caregivers to make informed decisions.<sup>5</sup>

Patients with 3 to 4 chronic conditions and uncoordinated care are more likely to visit the emergency room or have a hospital admission.<sup>3</sup>



57% of board-certified case managers say that patient satisfaction is one way they track care coordination efforts.<sup>6</sup>

Board-certified case managers navigate the health care maze for patients like Bob every day. The evidence is clear: A skilled workforce is needed to coordinate care for vulnerable populations.



65% of board-certified case managers say an important role is advocating to ensure patients get the most appropriate and high-quality care.<sup>7</sup>

Medicare beneficiaries with 2+ chronic conditions represent 99% of hospital readmissions within 30 days of discharge.<sup>4</sup>



## Sources:



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5. Health2 Resources and CCMC, Professional and Demographic Characteristics of CCMs, Sept. 2018
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