How Case Managers Help Patients Navigate the Health Care Maze

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.

Without a case manager

- The average Medicare Part D member has 3-4 prescribing doctors.
- Patients with 3 to 4 chronic conditions and uncoordinated care are more likely to visit the emergency room or have a hospital admission.
- Medicare beneficiaries with 2+ chronic conditions represent 99% of hospital readmissions within 30 days of discharge.

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

- 65% (almost two-thirds) of Medicare beneficiaries have 2 or more chronic conditions.

With a case manager

- 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.
- 55% of board-certified case managers say an important role is advocating to ensure patients get the most appropriate and high-quality care.
- 57% of board-certified case managers say that patient satisfaction is one way they track care coordination efforts.
- 55% of board-certified case managers say an important role is empowering patients and their caregivers to make informed decisions.
- 65% of 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.

Sources:

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