



care management plus

High Touch + High Tech = Better Primary Care for Older Patients



Care Management Plus: CM+

The Care Management Plus model for primary care, developed by researchers at Intermountain Healthcare through funding from The John A. Hartford Foundation, uses training for nurse care managers and care management information technology software to help primary care clinicians better care for seniors and people with chronic conditions. Care Management Plus is an innovative, evidence-based model that features a unique blend of focused office care (provided by a specially trained care manager working with the primary care physician) and information technology (IT) support that improves clinical outcomes, reduces costs, increases teamwork, and streamlines workflow associated with this challenging patient population.

Care Management Plus is an improvement over traditional care and over disease management programs that only address one problem. Care Management Plus bolsters current care management approaches by integrating this critical function into a practice's electronic health record. This helps to standardize the care management role in predictable and measurable ways. The model helps the clinical team prioritize health care needs and prevent complications through structured protocols and it provides tools to assist patients and caregivers to self-manage chronic diseases.

Information Technology

The tools include the care manager tracking database, patient summary sheet, and messaging systems to help clinicians access care plans, receive reminders about best practices, and facilitate communication among the health care team.

Successes

Care Management Plus has proven effects on various aspects of the health care delivery system and patient outcomes. Care managed patients show improved adherence to disease guidelines, particularly patients with diabetes and depression. The odds of hospital admission are reduced (24-40 %) in patients with complex chronic illness assigned to a care manager. Death is reduced for patients with complex illness by over 20%. Physicians are able to create a more efficient practice through better use of documentation, a slight increase in patient visits, and a change in practice pattern. With this increase in productivity and the right clinic environment, care manager services can be cost effective. Physicians who have a better understanding of a care manager's role, responsibilities, and abilities can more effectively provide patient care contributing to overall satisfaction for the healthcare team including, most importantly, the patient. The initial seven sites for testing Care Management Plus at Intermountain Healthcare were urban clinical practices comprised of six to ten clinicians each. These clinics employed full-time nurse care coordinators who each worked with a panel of around 1,000 patients a year. CM+ expansion and growth is coordinated through Oregon Health & Science University in Portland, Oregon. Additional settings include small, rural, and underserved population practices throughout the United States.

Future Work and collaboration

As part of our program aims we strive to foster ongoing collaborative work with current and future adopters as a means to create a sustainable model to continue program dissemination. Based at the Oregon Health & Science University, Care Management Plus provides practices needed tools – an intensive training for designated staff, technology-based enhancements to patient tracking, and ongoing consulting. Currently available at no cost, this turnkey package delivers everything primary care professionals need to implement the model and begin making a positive difference in how they care for older adults with multiple chronic illnesses. If you have an interest in learning more about Care Management Plus, please contact us:

www.caremanagementplus.org



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