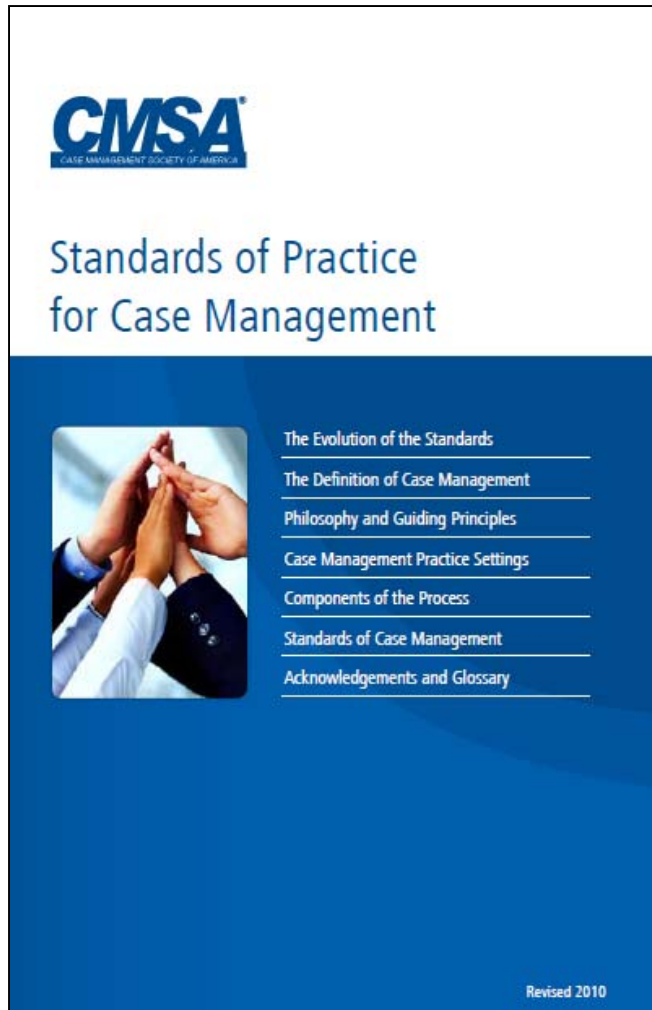


Case Management Standards of Practice Drive A Patient-Centric Approach



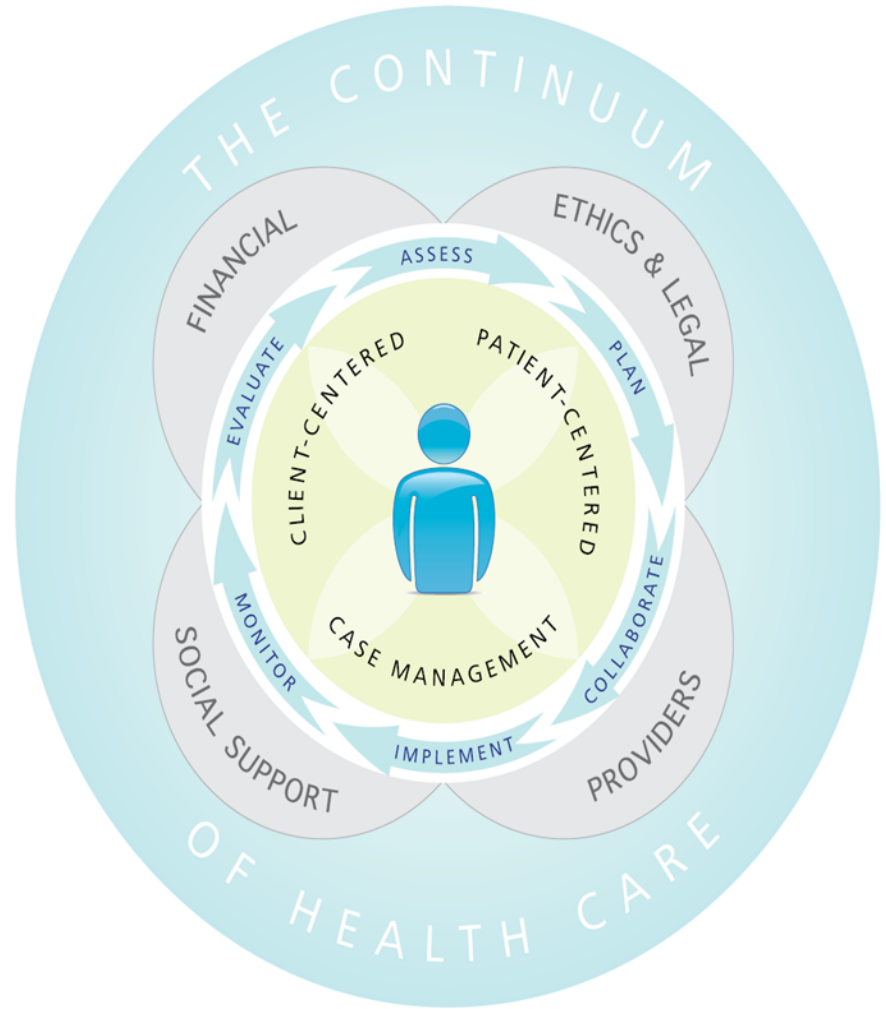
Case Managers:

- Collaborate, communicate, coordinate throughout the care continuum
- Use meaningful, goal-directed communication and interaction with all key stakeholders
- Focus on promoting quality, cost-effective outcomes
- Work hard to promote effective communication across care settings

Available at www.cmsa.org/SOP

Advocacy Is Essential Piece Of The CM Process

Case managers believe in the power of advocacy, collaboration, shared-decision-making and education to **promote effective patient engagement and adherence with evidence-based care and treatment plans.**





Adherence Is Key Goal In Case Management

- Case managers have key role in promoting adherence!
- Adherence tools and resources have been developed to easily integrate into practice

Determining the barriers, using the many tools we have to address them, and developing a caring relationship with the patient usually results in better adherence.



Improved Adherence Depends On Improved Partnerships!

- Adherence is *"the extent to which a person's behavior—taking medication, following a diet, and/or executing lifestyle changes—corresponds with agreed recommendations from a health care provider"* (WHO, 2003).

Adherence implies a collaborative decision between the patient and the healthcare provider. Good rapport, clear communication, and a mindset shift from "tell and instruct" to "explore and partner" will improve adherence.

Recognize That Barriers To Adherence Exist On Many Levels

Patient Level	Practitioner Level	System Level
<ul style="list-style-type: none">▪ Lack of understanding about illness itself or treatment plan▪ Financial concerns▪ Access to care issues▪ Poor social support▪ Behavioral issues like depression or anxiety▪ Low perceived susceptibility to the disease/condition▪ Low perceived benefits of therapy▪ Significant behavior change required	<ul style="list-style-type: none">▪ Poor healthcare provider-patient relationship▪ Poor communication skills (contributing to lack of patient knowledge or understanding of treatment regimen)▪ Disparity between health beliefs of healthcare provider and those of patient▪ No positive reinforcement from healthcare provider	<ul style="list-style-type: none">▪ Lack of or inadequate healthcare insurance▪ High cost of medications▪ High co-payments for medications or office visits▪ Lack of reimbursement for time spent on adherence counseling

Case Management Adherence Guidelines (CMAG)

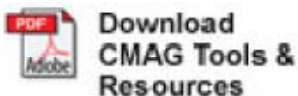
CMAG Workbooks



CMAG provides a comprehensive approach to addressing issues relating to adherence to chronic therapies. The guidelines focus on two key areas required for adherence, motivation and knowledge. The Case Management Adherence Guidelines Workbook provides tools to assess both motivation and knowledge; and when necessary, the workbook suggests tools for improving these key areas.

CMAG Tools & Resources

English Spanish French Korean



All available for free
download at
www.cmsa.org/CMAG

Disease-Specific Addendums



Diabetes

English
Spanish
French



Deep Vein Thrombosis (DVT)

English
Spanish
French



Depression

English



Cardiometabolic Risk

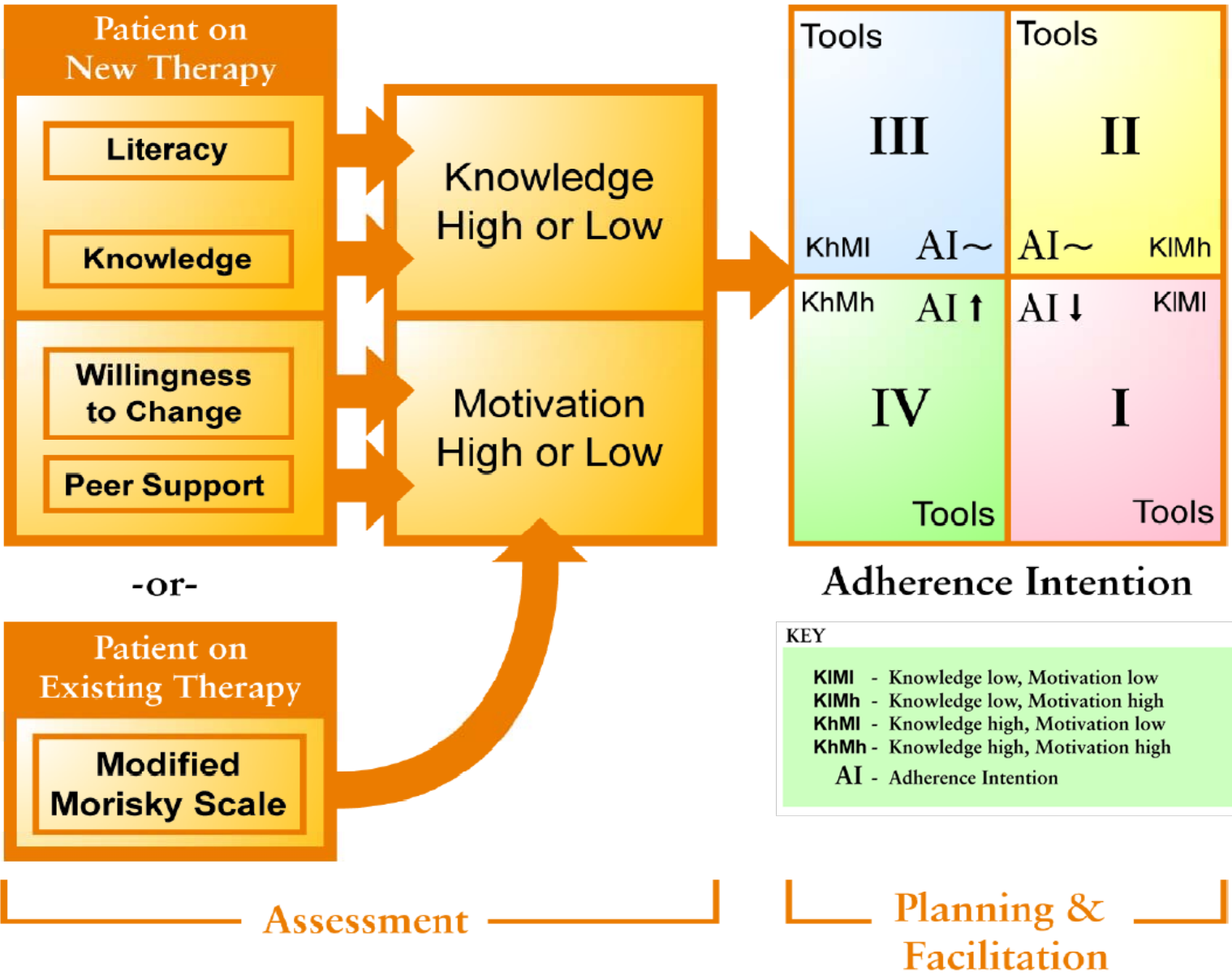
English



Chronic Obstructive Pulmonary Disease

English

CMAG Adherence Management Algorithm



Patient on New Therapy

- Literacy
- Knowledge
- Willingness to Change
- Peer Support

Knowledge High or Low

Motivation High or Low

-or-

Patient on Existing Therapy

- Modified Morisky Scale

Tools		Tools	
III		II	
KhMI	AI~	AI~	KIMh
KhMh	AI↑	AI↓	KIMI
IV		I	
Tools		Tools	

Adherence Intention

KEY

- KIMI** - Knowledge low, Motivation low
- KIMh** - Knowledge low, Motivation high
- KhMI** - Knowledge high, Motivation low
- KhMh** - Knowledge high, Motivation high
- AI** - Adherence Intention

Assessment

Planning & Facilitation

National Transitions of Care Coalition (NTOCC)



- The National Transitions of Care Coalition (NTOCC) was formed in 2006 bringing together thought leaders, patient advocates, and health care providers from various care settings dedicated to improving the quality of care coordination and communication when patients are transferred from one level of care to another
- NTOCC has over 30 participating associations and organizations

NTOCC Tools & Resources

- My Medicine List
- Taking Care of MY Health Care
- Transitions of Care Checklist
- How to Implement and Evaluate a Plan for Care Transitions
- Medication Reconciliation Essential Data Specification
- Cultural Competence and Transitions of Care
- Transitions of Care Measures
- NTOCC Policy Paper



**All available for free
download at
www.ntocc.org**



Adherence From The Case Management Perspective: A Summary

- **Case managers have key role in promoting adherence!**
 - Patient-centric focus and process guided by CMSA Standards of Practice
 - Case managers work in multiple settings, across care continuum, using a collaborative approach across disciplines
- **Patient advocacy drives goal of improving adherence**
 - Critical to assess barriers and deliver interventions appropriate to each person's unique situation
 - Effective communication skills are key!
- **No need to reinvent wheel—the tools are out there!**
 - CMAG provides comprehensive evidence-based toolkit to assess and intervene according to knowledge and motivation levels
 - NTOCC resources can help improve adherence by coordinating care across settings during care transition process