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**MID-WESTERN**  
HEALTH BOARD

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**To:** Chairman & Each Member  
Mid-Western Health Board

Report No: /02  
Item No on Agenda

### Care and Case Management for Older People in the Mid-Western Health Board

Dear Member,

The following is a synopsis of the recent publication from the National Council on Ageing and Older People entitled "Care and Case Management for Older People in Ireland.

#### **Definition:**

Care and Case Management is a system for the planning, co-ordination and delivery of services for vulnerable older people at local level and is marked by its ability to tailor care plans through a process of consultation between older people themselves and their carers, general practitioners and other health and social service professionals.

#### **Aim of the Study:**

The aim of the Study was to provide a first, systematic review of health and social service delivery practices in the care of older people for the purpose of identifying models of best practice within a Care Management framework.

#### **Objectives of the Study:**

- To review and summarise the literature on Care and Case Management models and their application within a range of settings and target groups.
- To identify and document current care delivery practices which approximate models of Care and Case Management.
- To develop one or more "best practice model(s) of Care and Case Management suitable to the Irish context.
- To develop a system of evaluation which is appropriate and valid for ongoing quantitative and qualitative review of the Care and Case Management Pilot Project(s).

## **Pre-requisites for effective Care and Case Management:**

Some of the pre-requisites for Effective Care and Case Management include:-

- The task of developing a coherent and consistent terminology for Care and Case Management in Ireland should be made a priority.
- The needs of informal carers should be sought and supported throughout the processes of both Care and Case Management.
- Care Management should be firmly situated in a vision of a flexible continuum of care that empowers older people and their carers to make their own choices about care, be it self care, informally assisted care or Care Management.
- The perspective of the individual older person and his or her family or informal carers should be placed firmly at the centre of any Care Management initiative.
- The position of a Case Manager should be seen as a new specialisation, with training courses open to all those with a qualification in a health or social care discipline and relevant work experience.
- A multi-level training system for Care and Case Management must be developed and incorporated into general training and promotional considerations.
- The development of a standardised generic assessment tool must be made a priority with a view to its implementation as a Pilot Project.
- Caseload sizes should be maintained at a level which enables the core tasks of a Case Management to be carried out effectively.
- Health Information Systems should be developed to meet the complex information management requirements of Care and Case Management.
- The type of evaluation selected include, at the minimum:-
  - (a) Some measure of the service users' perspectives of the Case Management Services provided to them. Service users must be consulted during the development and planning of those aspects of the evaluation.
  - (b) Costing information on any system alterations required to implement a Care and Case Management Programme.
- The key indicators should be selected on the basis of their relevance to the goal of the evaluation and the philosophy of Care Management, while also being seen to be of apparent relevance to those conducting the evaluation.

## **Care and Case Management for Older People in the Mid-Western Health Board**

From the definitions outlined in this Report the Mid-Western Health Board's placement panels/case conferences provides fora for the planning of service delivery. One key aspect of a Care and Case Management system that does not fully reflect the system's criteria is the incorporation of all potential service deliveries at a local level.

Nursing Care Plans which plans, co-ordinates and delivers nursing care in the Board's Community Hospitals and Community Nursing Units reflects some of the key points in a Care and Case Management System.

## **Developments in Care and Case Management for Older People in 2002**

An innovative pilot project entitled "An Integrated Care Management Process" has been developed in the Raheen Catchment Area.

The background to this project reflects the need to develop community oriented services for older people. This is based on the trends evident over the last two decades in improved survival and altered family support networks.

A similar approach has been positively evaluated in a one year randomised trial conducted in Roverto, a town in Northern Italy in 1995 – 1996. This trial found that integrated care led by trained Case Managers reduced admission to institutions and functional decline in elderly people living in the community whilst also reducing costs.

The project's primary objective is to establish whether the case/care management approach alters outcomes in terms of client/patient/family satisfaction, health status, quality of life measures and residential status.

This project will use a range of services which are available to people living in the Raheen Catchment Area in a care and case management framework. Its evaluation will involve such tools/methods as:-

- Randomised trial
- Comparison with non-trial area
- Before and after comparison

### **Summary**

A Strategy for Elderly Care, Mid-Western Health Board, 1998 endorsed the principle that "service provision linkages and responsiveness demonstrates the delivery of a person-centred services". This has been echoed by recent Audit Commission reports in the U.K. which emphasise the need to build effective partnerships which:-

- Ensure that personal support is available for vulnerable older people by shifting resources from crisis response to early intervention.
- Use a case management approach to integrate roles of different disciplines and agencies.
- Provide flexible funding which tailors support to individual circumstances.

Yours sincerely,

**James Conway,**  
**Asst. Chief Executive Officer.**