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Empowering healthcare professionals to better serve their communities through / with personalized care.



What Physicians Need from Caseworkers

Well Med

Data & Tools to Improve Skills for Impact



Patient & Caregiver Demographics

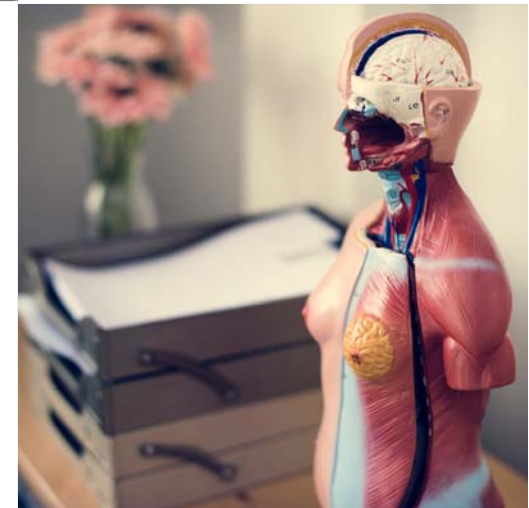


Predictive Modeling & Risk Score

Business Intelligence



Clinical Knowledge



Well Med

Data & Tools to Improve Skills for Impact



Communication Skills



Motivational Interviewing

Emotional Intelligence



Common Sense



Keys to Successful Case Presentation

01. Be Succinct

02. Be Objective

03. Be Factual

04. Be Goal Oriented

05. Be Patient Centric

06. Include physical & psychosocial health information

07. Propose solutions & pathway to goal attainment





Better people means better experiences.

Case Presentation

A 67 year old man with DM type II, CHF, A fib, hypertension, PVD, asthma, COPD, OSA, anxiety & depression.

Patient is S/P R AKA (MVA 1997) & had multiple pressure ulcers/wounds in lower extremities.

He suffers from chronic generalized pain of unknown cause & nature.

He is a 30 pack per year smoker.



Caseworker Intervention Enhances Medical Care

- Mutual respect for role & skill-set
- Multidisciplinary team approach
- Reduce medical visit time spent on psychosocial issues
- Reduce patient stress & anxiety
- Enhance patient sense of well-being
- Improve patient self-management skills





Outcomes from Caseworker Intervention

- Reduction in depressive symptoms
- Reduction in hospital visits
- Reduce doctor's need to address patients' social needs
- Behavioral Management improves patient success

Recommended Reading

1. Hospital Readmission Among Participants in a Transitional Case Management Program, Osman I. Ahmed, MD, DrPH; and David J. Rak, MPH. The American Journal of Managed Care Volume 16(10): 778-783, October 2010
2. Disease Management, Case Management, Care Management, and Care Coordination A framework and Brief Manual for Care Program and Staff" Professional Case Management vol.21, No 3, 137-146, May/June 2016
3. https://www.optum.com/content/dam/optum/ACO/PDFs/Readmission_Prevention_03_2013.pdf

