Case Manager Data

Characteristics of case managers.

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Years working in aged care

- Less than 12 months
- 1 – 2 years
- 3 – 4 years
- 5 – 9 years
- 10 – 14 years
- 15 – 19 years
- 20 + years
What information is being collected at the moment?

- Client care plans
- Progress notes
- Client reviews
- Measuring benchmarking and trends with QPS
- Monitoring outcomes in quality logs
Information collected (cont)

- Monitoring Incidents
- Follow up with referral networks eg: ACAT, allied health
- Complex assessment information eg: pain, continence, skin integrity
How is client information recorded?

- Both paper and computer based systems
- Comcare
- QPS
- TCM
- EQ stats
- Care Plan evaluations
Suggestions about what other information could easily be collected

- Information relating to client centered care eg: what services does the client want
- Social support goals
- Family context
- Client reports (compliments and complaints)
- Assessment information
Other information (cont)

- Time spent with clients
- Type of visit
- Services provided
- Regular reporting week to week
- Review of person centred, goal orientated care plans in line with Community Common Care Standards
Main challenges in collecting reliable information on outcomes?

- Time
- Cognitive ability of community clients
- So many variables differ from one client to the next
- Need access to reliable standardised information to look at the ‘big picture’
- Clients and family giving reliable information at first assessment
Main challenges (cont)

- Very subjective information
- First hand, facts only
- Too much information
- In some cases family members want to ‘own’ the care plan and don’t respect the client’s desires and lifestyle preferences
- Building a relationship with clients takes time, too many assessment tools in initial contact can feel invasive
Questions for the researchers?

♦ What is the best way to record the information?
♦ Are there any standardised tools?
Comments / Suggestions