Contents

Part I  Overview of Case Management, Health Complexity, and the Integrated Case Management Approach

1 Patient Health Care Assist and Support Services, Integrated Case Management, and Complexity Assessment Grids ........................................... 3

2 Health Complexity and the Interaction Between Physical and Behavioral Health Conditions in Adults ...................................................... 27

3 Health Complexity and the Interaction Between Physical and Behavioral Health Conditions in Children and Youth .......................... 51

4 The Organizational and Operational Setup of Adult Integrated Complex Case Management ........................................................................ 79

5 The Organizational and Operational Setup of Pediatric Integrated Complex Case Management ............................................................. 99

6 Indirect and Direct Physician Support for Integrated Case Management in Adults ......................................................................................... 121

7 Indirect and Direct Physician Support for Integrated Case Management in Children/Youth ................................................................. 145

Part II  Guidelines for Physicians Working to Maximize Patient Outcomes in Collaboration with Integrated Case Managers

8 Organizing and Implementing Value-Added Integrated Case Management ................................................................................................. 173

9 Connecting Integrated Case Management with Integrated Complex Inpatient and Outpatient Care .......................................................... 199

10 Physicians’ Contributions to Building and Participating in Population-Based Case Management Centers of Excellence ................. 213
Appendix 1: Integrated Case Management (ICM) Algorithmic Triage Strategies ........................................... 231

Appendix 2: Adult Integrated Case Management-Complexity Assessment Grid (ICM-CAG) Variables and Their Clinical Anchor Points .................................................. 235

Appendix 3: Scripted Dialogue for Adults .............................................................. 243

Appendix 4: Elina’s ICM-CAG Assessment Story ........................................... 247

Appendix 5: Scripted Dialogue for Children/Youth and Parents/Caregivers .................................................. 253

Appendix 6: Care Plan Development Sheet (CP) .................................................. 259

Appendix 7: Care Plan Outcomes: Goals, Actions, and Outcomes (CPOs) .................................................. 261

Appendix 8: Pediatric Patient-Centered ICM Performance (PCIP) .................. 263

Appendix 9: Pediatric ICM-CAG Variables and Anchors .................................. 265

Appendix 10: Pediatric ICM-CAG Item Anchor Point Actions ......................... 275

Appendix 11: Understanding “Complexity Assessments” for Children/Youth and Families Helped by Integrated Case Management ........................................... 289

Appendix 12: Understanding “Complexity Assessments” for Clinicians with Children/Youth in Integrated Case Management ........................................... 293

Appendix 13: Notification Letter to Patient’s Clinician(s) .................................. 297

Appendix 14: Universal Consent Form .............................................................. 299

Appendix 15: Adult ICM-CAG Item Anchor Point Actions ............................... 301

Appendix 16: Understanding “Complexity Assessments” for Persons Entering Integrated Case Management .......... 313

Appendix 17: Understanding “Complexity Assessments” for Clinicians with Patients in Integrated Case Management .............................................................. 315
Physician's Guide
Understanding and Working With Integrated Case Managers
Kathol, R.G.; Hobbs Knutson, K.; Dehnel, P.J.
2016, XV, 343 p. 12 illus. in color., Softcover
ISBN: 978-3-319-28957-1