

Example of care team roles and responsibilities from Cambridge Health Alliance

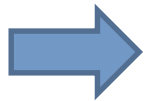


Caseloads and Roles

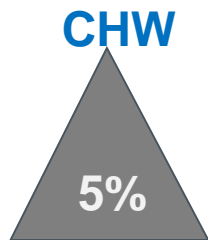
Organization	Position	Current Caseload (1FTE)	Predicted Future Caseload (1 FTE)
CHA	<u>SW</u> and <u>RN CCM</u> <u>Community Health Workers</u>	50-55 30	60-75 35-40



CCM
Team



RN



SW

Role Differentiation

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Social Work Care Manager

- On point for patients with SPMI and Subs. Abuse
- Care Plan development
- Address systemic barriers to care
- Integrate care among various providers, especially BH providers
- Assess substance abuse and mental health needs and assess pt readiness for change
- Address anxiety and trust issues
- Coach re: behavior change
- Arrange for VNA, elder care services and other needs

Community Health Worker

- On point for patients with primarily socioeconomic needs
- Offer cultural and linguistic competency
- Meet with patient during hospitalization
- Arrange for post-acute home visits as needed
- Appointment reminders and accompaniment
- Arrange transportation
- Arrange entitlements
- Link to community resources
- Teach patients self monitoring strategies

Nurse Care Manager

- On point for medically complex patients
- Care Plan Development
- Integrate care among various providers
- Assess degree of support req'd – diabetes, COPD, CHF, ESRD, etc...
- Arrange for nutrition consults, pulmonary, etc...
- Coach patients re: med adherence and self care strategies
- Arrange for VNA, PT/OT, etc.... and other services



“Another issue that we discuss here regularly is the issue of sustainability. We are considering how caseload size impacts the sustainability of Case management jobs. This is an important factor in the overall program development of these initiatives.”

- Eleni Carr, MBA, LICSW, Senior Director of Care Integration, Cambridge Health Alliance



Complex Case Management Program - Staffing and Caseloads – Questions to Consider

- What are the needs of the complex patient population you serve?
- What staff are necessary to meet the needs of patients and what are their roles?
- What is the caseload for each staff (consider acuity of patients)?
- How will you arrive at the caseload?

