

A Conceptual Framework

Moving Hospital Case Management from Transactional to Transformational

By: The Center for Case Management, 2022 ©



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CARE COORDINATION

Care Coordination is a team-based, patient-centered approach designed to assist patients and their support systems in managing medical conditions more effectively.

STRENGTHS:

1. Clinical Outcomes
2. Financial Stewardship
3. Patient Satisfaction



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CASE/CARE MANAGEMENT

The process of assessment, planning advocacy and alignment through deliberate partnerships that integrate clinical, psychosocial and financial elements of care.

STRENGTHS:

1. Length of Stay
2. Capacity Management
3. Cost Per Care
4. Readmission Avoidance



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Care Manager | Utilization Review Nurse | Clinical Social Worker

Clinicians who perform skilled interventions to shepherd the episode; and facilitate safe, sustainable and connected transitions. These individuals ensure care is performed correctly to meet the needs of the patient and organization.

STRENGTHS:

1. Manage Cost and Reimbursement
2. Ensure Successful Recoveries
3. Engage/Activate Patients



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transforming your
case management department.*



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