

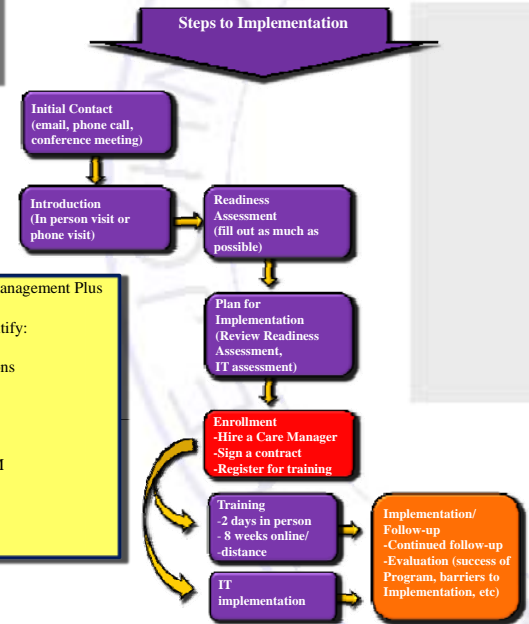
# Care Management Plus: An Innovative Proactive Model

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**Purpose.** The increasing number of older adults and rising healthcare costs create a need for proactive care, provided by a prepared healthcare team and aided by health information technology tools. Skilled care managers (CM) are integral to meeting older adult's needs including:  
 \* **Coordination** \* **Management** \* **Tracking needs**  
 Team based training can facilitate CM ability to provide care that is: \* **Current** \* **Consistent** \* **Comprehensive**  
 Training should fill knowledge gaps and be:  
 \* **Geriatrics-focused** \* **Goal-oriented**

**RESULTS.** Results. 75% of care managers completed the Post-training survey. All report meeting a major objective of the training: an increased ability to recognize patients who are at risk for destabilization and better equipped to intervene to lessen that risk. Meeting goals to promote patient adherence, prioritize needs, encourage family involvement with patient care, keep patients on track with daily medications, and emphasize the positive impact on quality of life (89-100%) & application of specific Motivational Interviewing techniques (95%). Over 70% report a frequent need to assess frail elders & report use of provided Resource Materials in caring for elders. As a result of training, all report improved communication and skills.



Care Management Plus Training					
Training Topic	Previous Training Y/N	0-Not Useful or Not	1-Useful	2-Extremely Useful	
Chronic Disease Management and Outcomes	Yes No				
Roles and Responsibilities of Care Managers	Yes No				
Motivational Interviewing	Yes No				
Patient/Family Assessment & Caregiver Support	Yes No				
Tools for Assessing Patients	Yes No				
Care Management in the Medical Home	Yes No				
Implementation of program: Strategies, success metrics and quality measures.	Yes No				
Orientation to Care Management Tracking and Tracking Database	Yes No				
Care Discussions	Yes No				
Pain Management and the Elderly	Yes No				
Palliative and Hospice care for the Elderly	Yes No				
Advance Directives and End-of-Life Planning	Yes No				
Disease Management of Asthma and COPD in Elderly	Yes No				
Management of Hypertension	Yes No				
Diabetes and Care Management	Yes No				
Depression	Yes No				
Sleep Disturbances and the Elderly	Yes No				
Dizziness, Falls, & Safety Evaluation	Yes No				
Management of the Frail Elderly	Yes No				
<b>Pre-Training Survey Results</b>	<b>Not Useful</b>	<b>Useful</b>	<b>Extremely Useful</b>	<b>Prior Training Yes</b>	<b>Prior Training No</b>
<b>Scores for Topics Above</b>	7%	40%	53%	32%	68%



**Post-implementation Survey Question Categories**

- Implementation Logistics
- Goals and Barriers
- Day to Day Functioning
- Information Technology
- Outcomes and Benefits
- Satisfaction Ratings
- Participant Comments

**Methods.** Assessments and surveys used in implementing Care Management Plus to 100 sites across the US are administered in 3 stages.

1. Readiness, Needs, and Pre-Training Info Surveys identify:
  - a. Goals and Barriers for Training
  - b. Current Staff Members and Patient Populations
  - c. Work Place Satisfaction
  - d. Current Services Offered
  - e. Use of Health Information Technology
  - f. Current Quality Measures
  - g. Learning Needs and Educational Gaps of CM
2. Evaluations of training components
3. Post-training surveys assess:
  - a. application of new skills
  - b. achievement of goals

Post Implementation Results	Total Answers	Yes Answers	% of Yes Answers
PORTLAND	420	292	70%
DENVER	186	150	81%
<b>TOTAL</b>	<b>606</b>	<b>442</b>	<b>73%</b>

**CONCLUSION.** Assessments and surveys inform the implementation of Care Management Plus. In addition to facilitating team-based quality improvement, updated and improved trainings assist Care Managers in reaching a common skill set to assess patients and caregivers, to help patients reach healthcare goals and to meet the complex needs of older adults. [www.caremanagementplus.org](http://www.caremanagementplus.org)

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