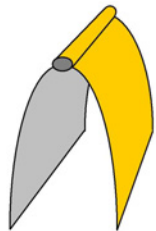


*Extensible system architecture
for supporting a best practice
approach in case management*

Presenter: Adrian Iordachescu



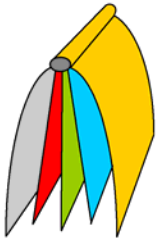
Paper based case management



Start a new case



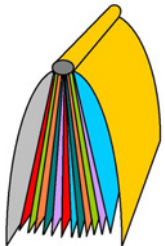
Empty folder for the new client with some default structure (index, mandatory forms etc)



Simple / short case



The folder not really full, few forms/activities



Complex / long case



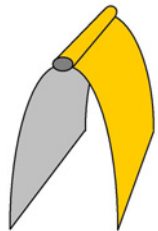
The folder contains lots of forms/activities; some information is collected multiple times



Online model fundamentals

Objective of the model:

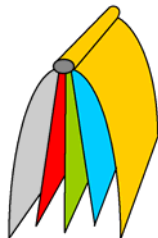
Empower the case workers with the flexibility they need to care for the client (group or individual) while ensuring best practices



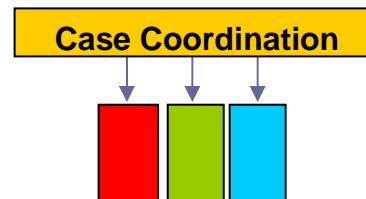
Start a new case



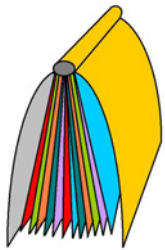
Start coordination process



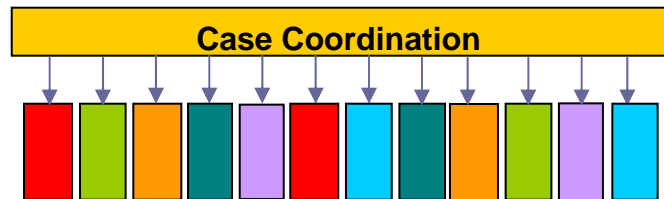
Simple case

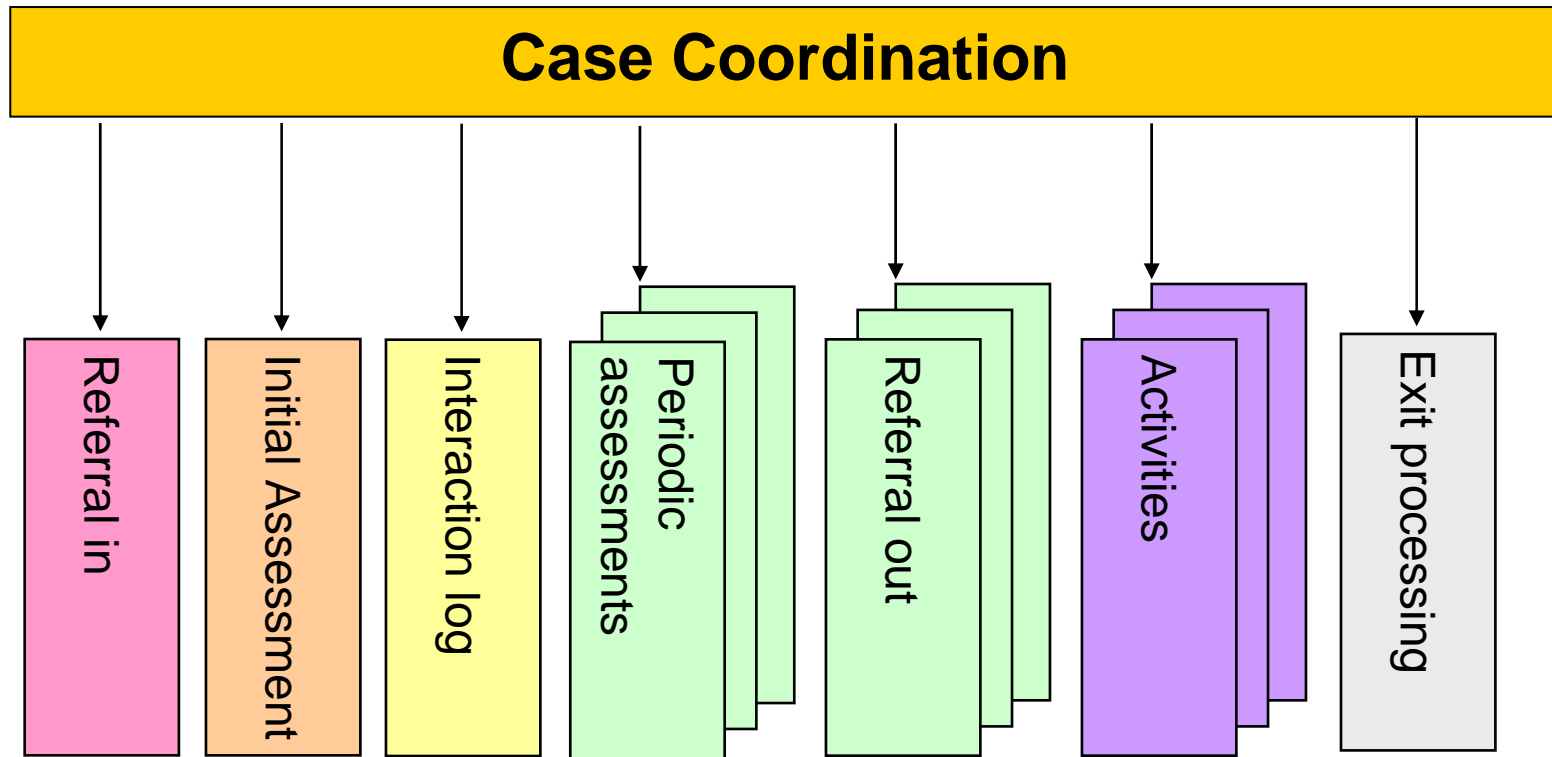


Few child processes for "doing"

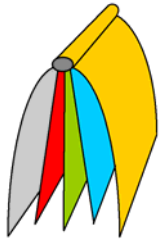


Complex case





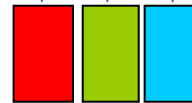
Paper vs. Online comparison



Paper based

- Not easy searchable
- Difficult to share
- Difficult to update
- Difficult to enforce rules
- Easy to destroy / loose

Case Coordination

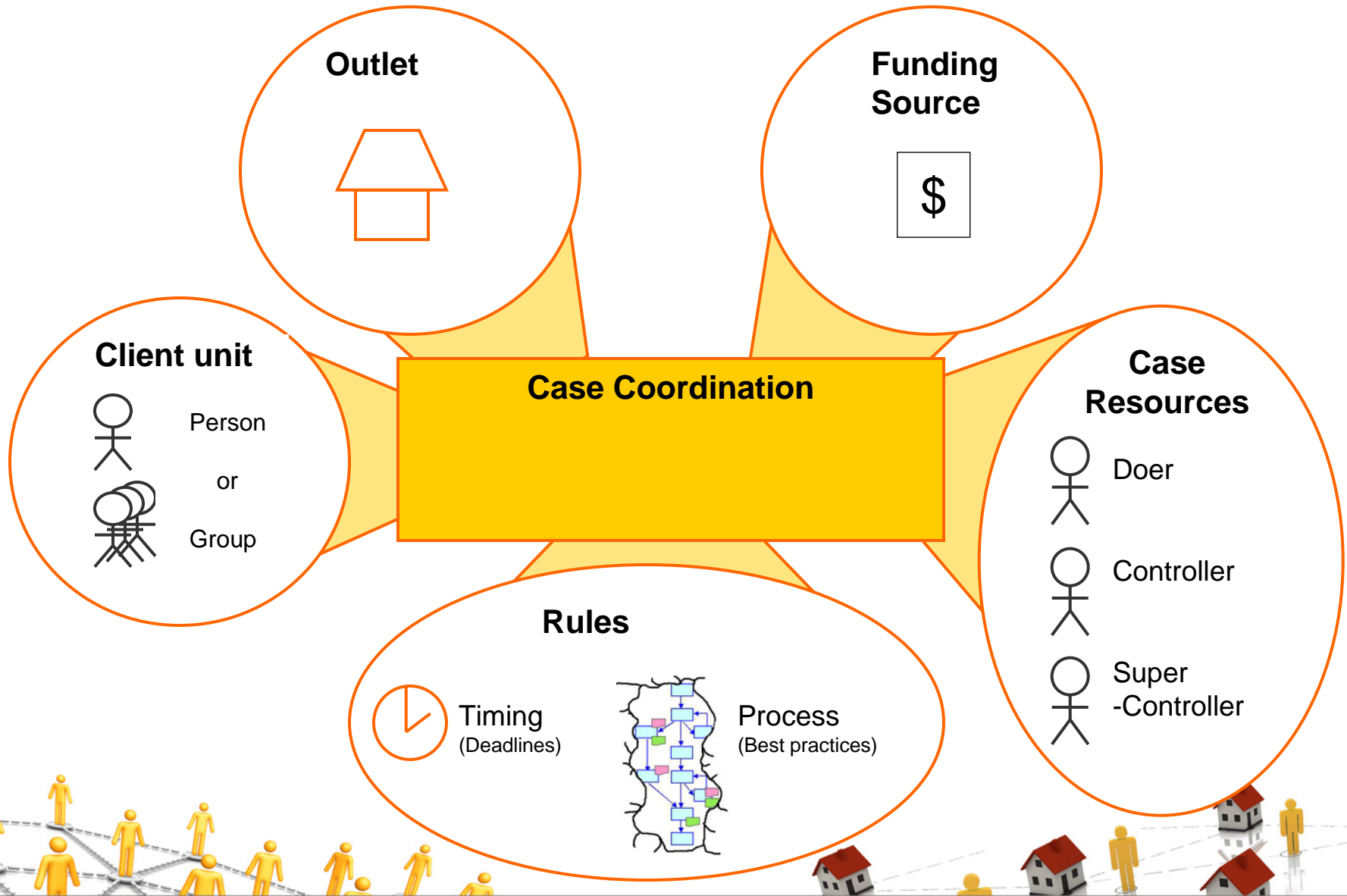


Online based

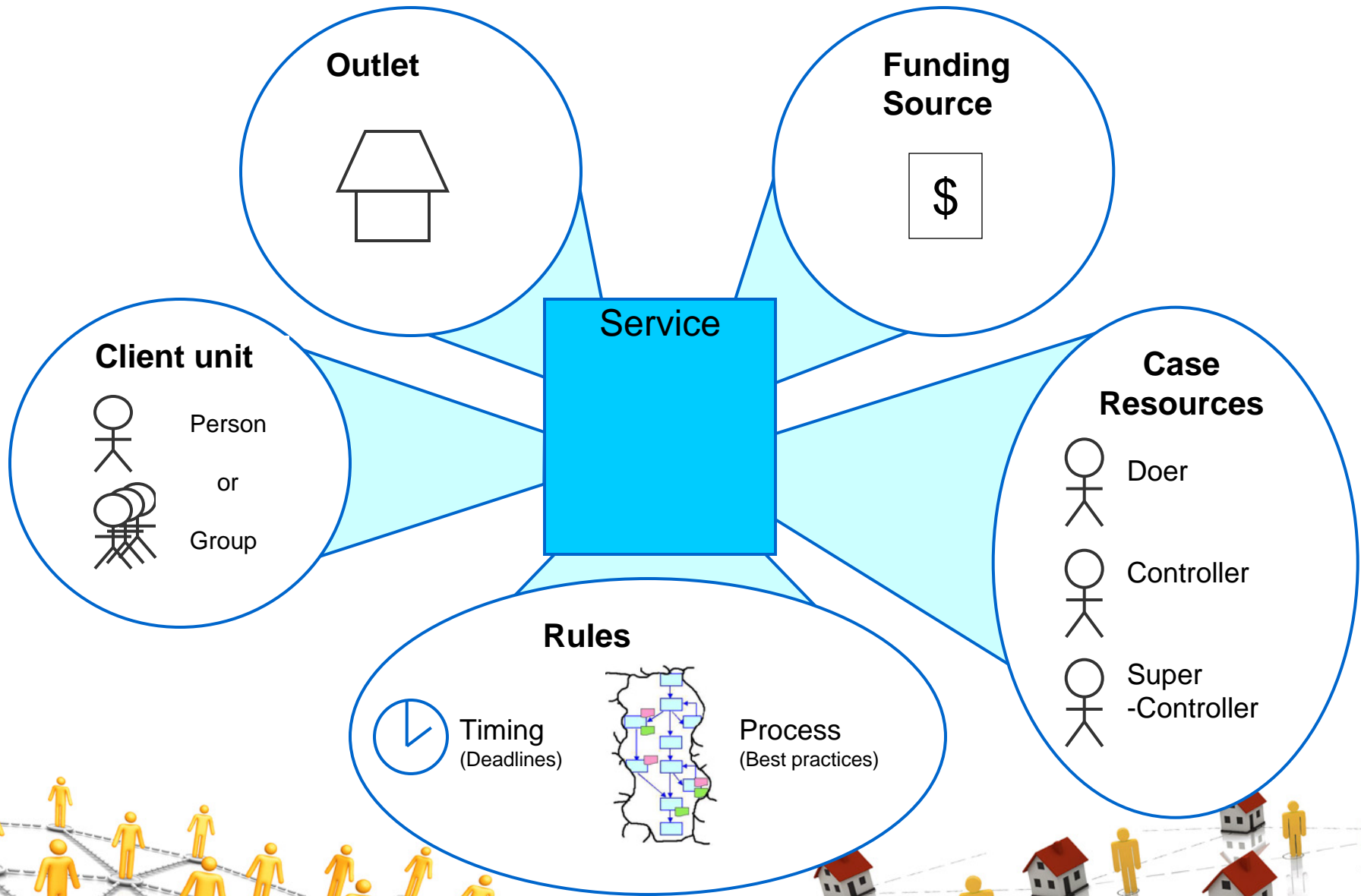
- Easy search across all collected information
- Shareable (case managers, experts etc)
PRIVACY!!
- Capture data in the field
- Best practices can be enforced
- Secure backups



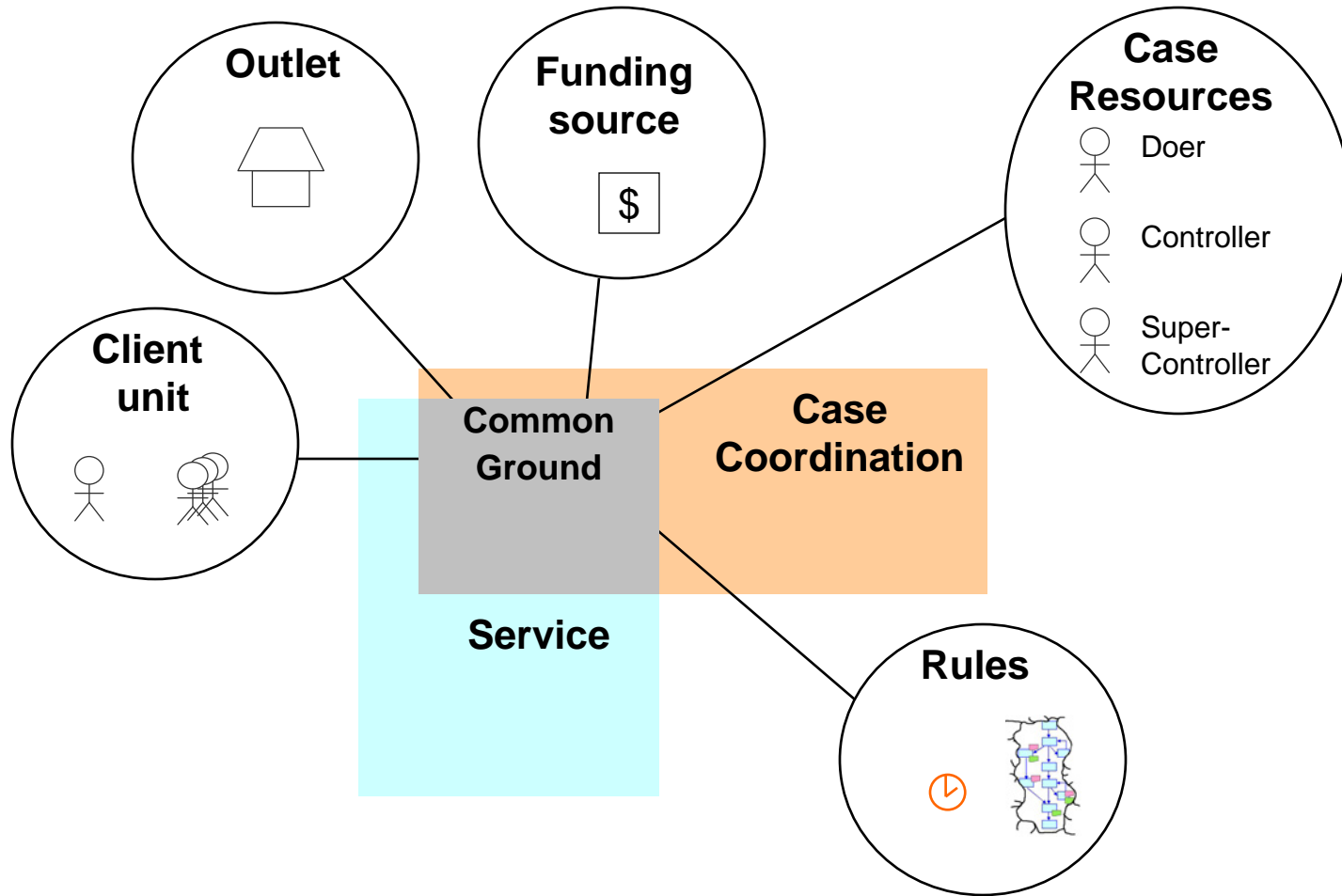
Case coordination - Components



Service delivery - Components



Model common components



Process - centricism

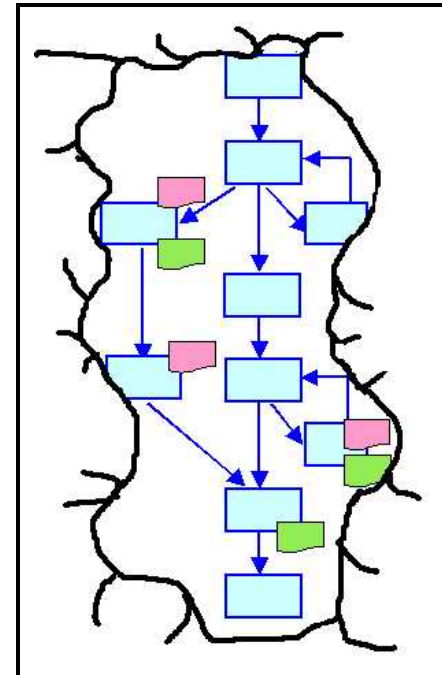
Case management is process driven:

Case management is a “collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual’s health needs through communication and available resources to promote quality cost-effective outcomes”

(CMSA, 2008, p5)

Benefits of process - centricism

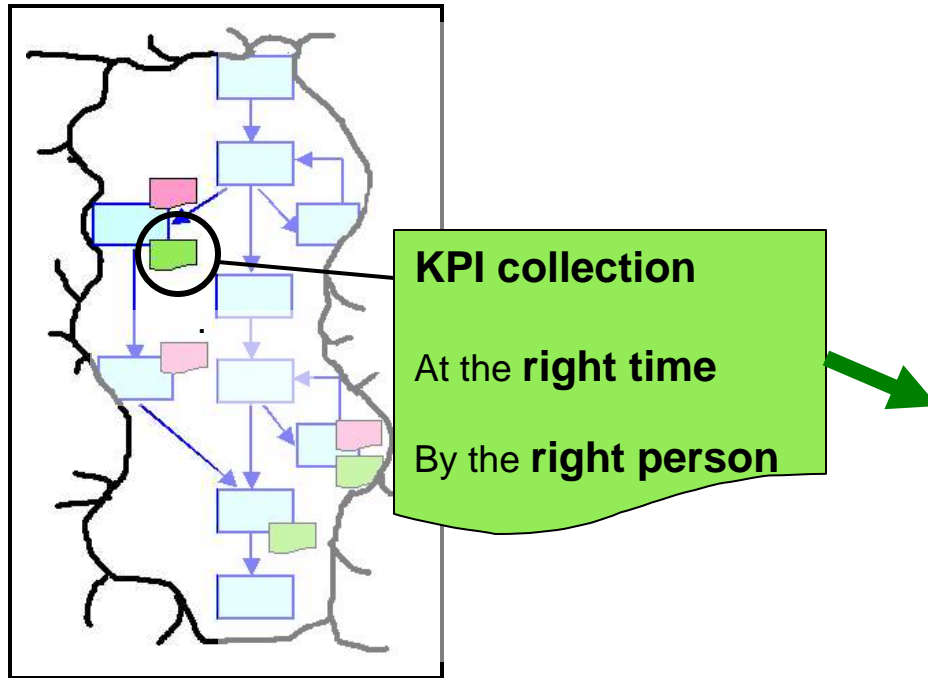
- Integrated KPI collection
- Integrated quality checklists
- Better access to data





= Enforcement of best practices



Integrated KPI collection



 Please complete Case file - User KPI set 01 before submitting (v. 1)

Raised on: [DD/MM/YYYY] 

How long did you spend on this task? (15 minutes increments) MINUTES

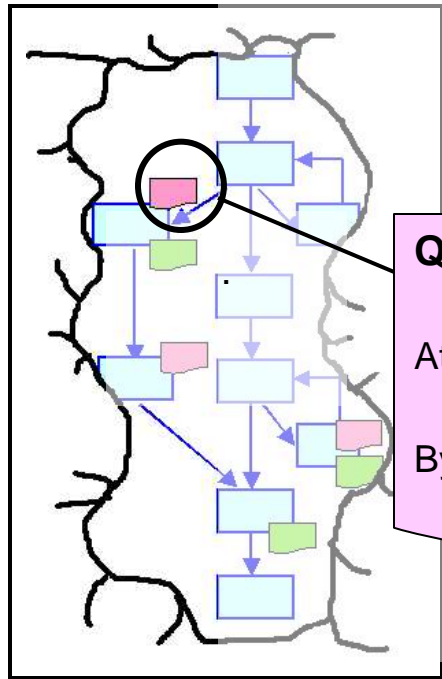
How long did you spend travelling? (15 minutes increments) MINUTES

Benefits

- Collect accurate statistics inside the team
- Account for the “invisible time”
- Support for driving policy development



Integrated quality checklists



Quality checklist

At the **right time**

By the **right person**



Please complete Quality checklist for form - Process referral out form before submitting (v. 1,

Client Consent for Written Referral

Client Consent for Information Disclosure

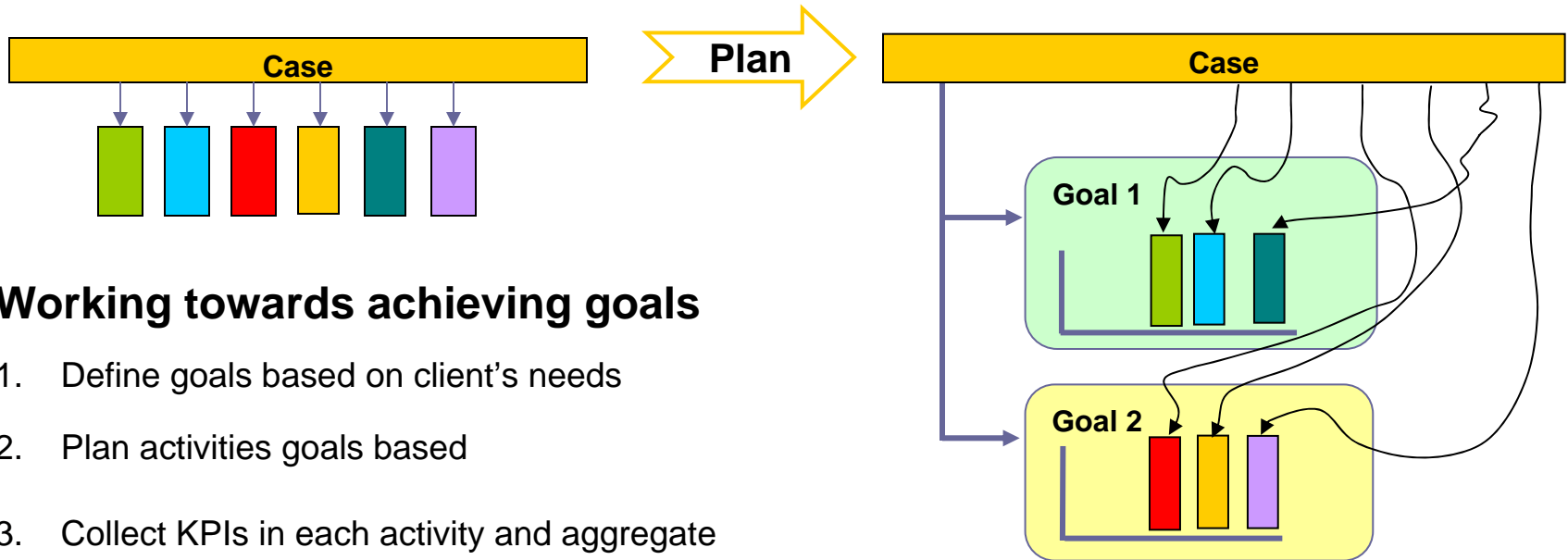
Signed Consent Form attached

Copy of Referral attached

= Enforcement of best practices



Goals orientation



Working towards achieving goals

1. Define goals based on client's needs
2. Plan activities goals based
3. Collect KPIs in each activity and aggregate inside goals

Benefits of this approach

- Better progress tracking
- Aggregation of data at organisation level

Challenge

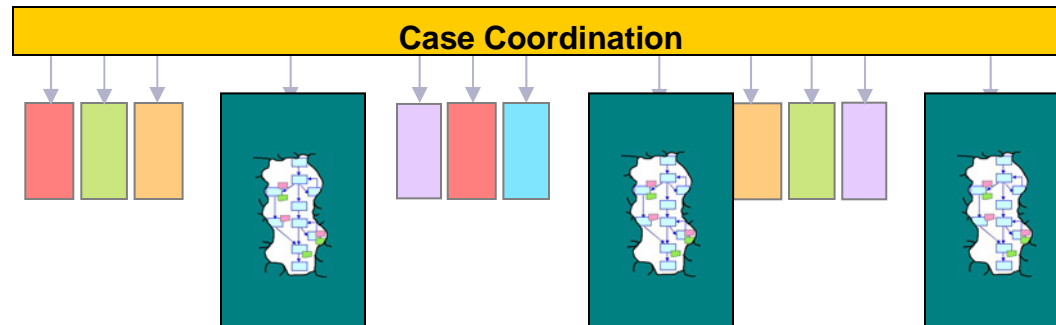
How to allow flexible goal setting while still aggregating across cases/outlets/organisation?



Monitoring

*Evaluation activities measure the effectiveness and efficiency of the case management interventions that were planned to meet Client goals. The Case Manager must undertake **periodic evaluation** (as stipulated in the program) and at the request of Clients.*

(CMSA, 2008, p10)



Measuring effectiveness:

Periodic Client assessments that are enforced by the system

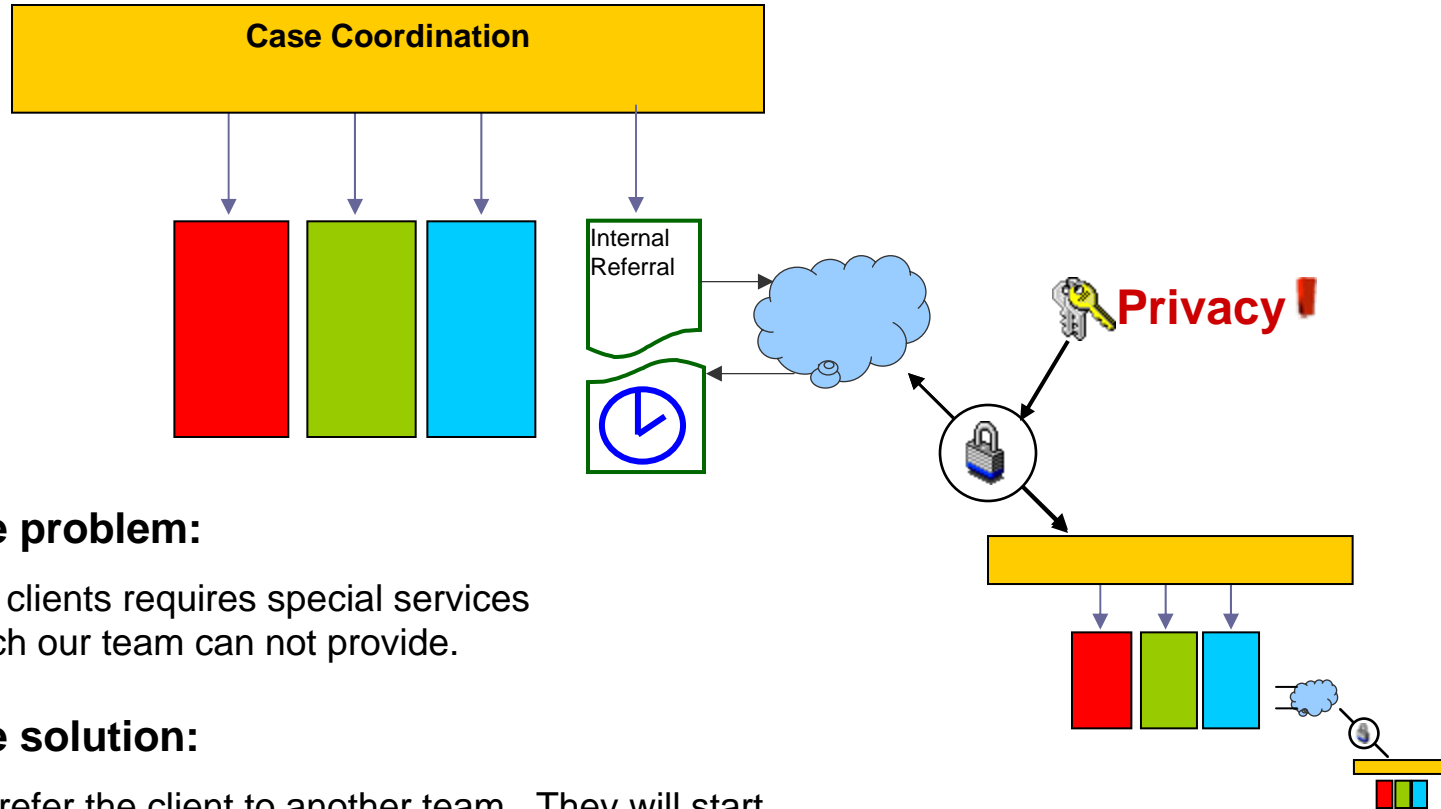
Assessments

Measuring efficiency:

Integrated KPI collection for each activity / intervention



Collaboration



The problem:

The clients requires special services which our team can not provide.

The solution:

We refer the client to another team. They will start and manage their own case.

The sharing of data between any teams is controlled by privacy rules.



The model at work - 1





Story

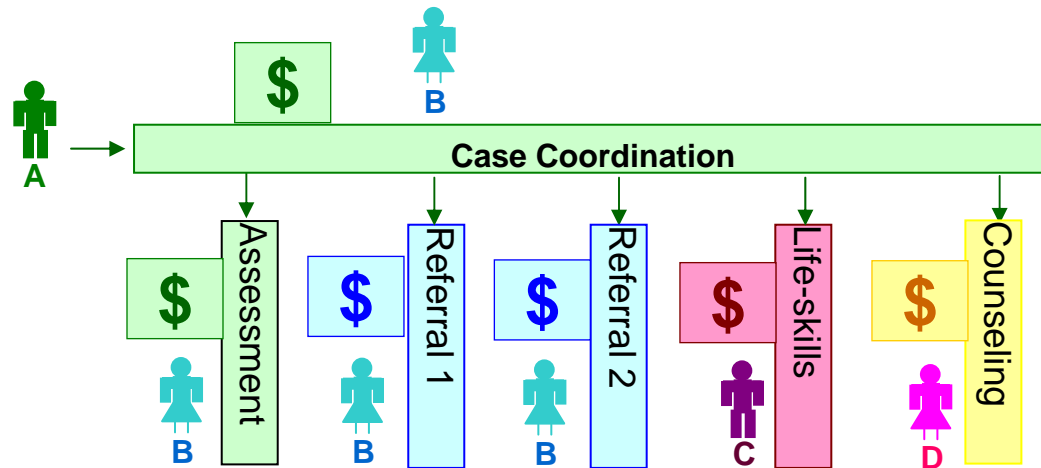
Client presents at an outlet. The Case Manager – Tina – opens a case assesses the client's needs and refers the Client to 2 other providers. She also enrolls the Client the client to life-skills program facilitated by Larry who comes to this outlet twice per week. The client is also counseled by Sarah who works at the outlet with Tina.

The funding for all these activities comes from different sources:





- The case coordination and assessments are funded federally by Department A
- Referrals are funded at state levels by Agency B
- The counseling service is from state as well by Agency C
- The life-skills program is funded by a philanthropic organisation - D

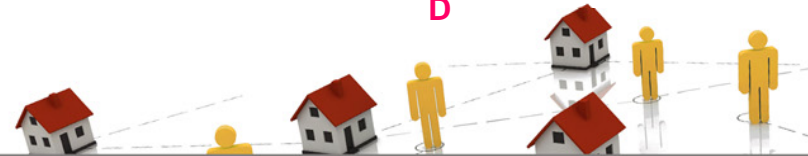
Funding sources:

- Department A (federal) 
- Agency B (state) 
- Agency C (state) 
- Philanthropic Fund - D 



People:

- A - Client 
- B - Tina 
- C - Harry 
- D - Sarah 

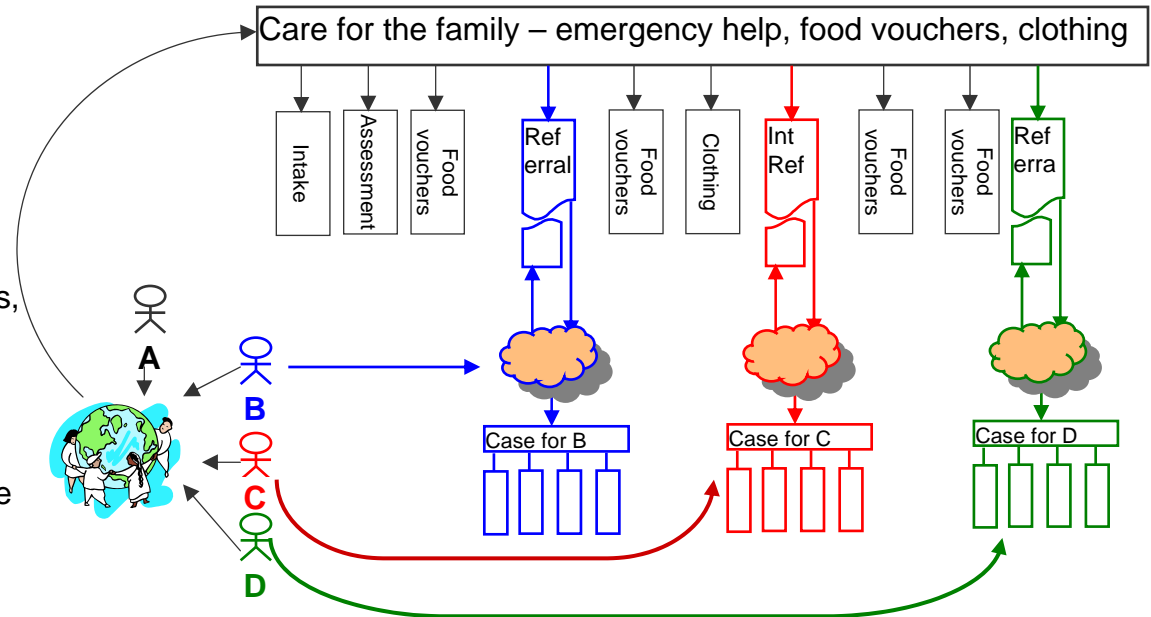


The model at work - 2

Story

A group consisting of 4 people (A,B,C,D) presents itself as a family to a homelessness location. The initial assessment of the family members reveals that B has an alcohol related problem while C and D present gambling addiction for which they get counseled individually

- Cases raised for both family and individuals
- Needs vary among the individuals
- Short term services – food vouchers, clothing
- Long term services – counseling
- Various providers collaborate for the best client outcomes



Facts from the field

Mission Australia

More than 100 services (out of an estimated 300) implemented

Programs include

- SAAP
- HASI
- PHAM

Marist Youth Care, Sydney

Community Support Service (CSS) in pilot

SAAP next



Benefits of the model – as reported by users

After using our system, **Mission Australia** has reported:

- **95%** reduction in **reporting time**
- **80%** reduction in **submissions**
- **50%** reduction in **paper usage**
- Increase in **staff satisfaction**



“Our investment is really paying off. We now have a national system that allows us to do all sorts of things that we couldn’t do before.”

Eleri Morgan-Thomas,
National Manager Community
Services, Mission Australia



*Extensible system architecture
for supporting a best practice
approach in case management*

Presenter: Adrian Iordachescu

Thank you!

