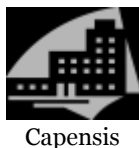


Case Management Within the Context of NHI

Presented by
Keith Bonsall

Director, Case Manager Association of South Africa
Business Development Manager, Capensis Management Ltd



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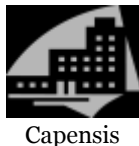
Firstly, a Definition of Case Management

- The coordination of an episode of care so as to achieve quality clinical and financial outcomes within determined parameters of resource utilisation and cost limitations



Brief History

- Introduction of Managed Care in late 1990's was focused on the following:
 - Cost reduction
 - Elimination of abuse e.g. over utilisation
 - Change the fee model from Fee-for-Service to a risk sharing one
 - Use of care plan templates per procedure or diagnosis to manage utilisation

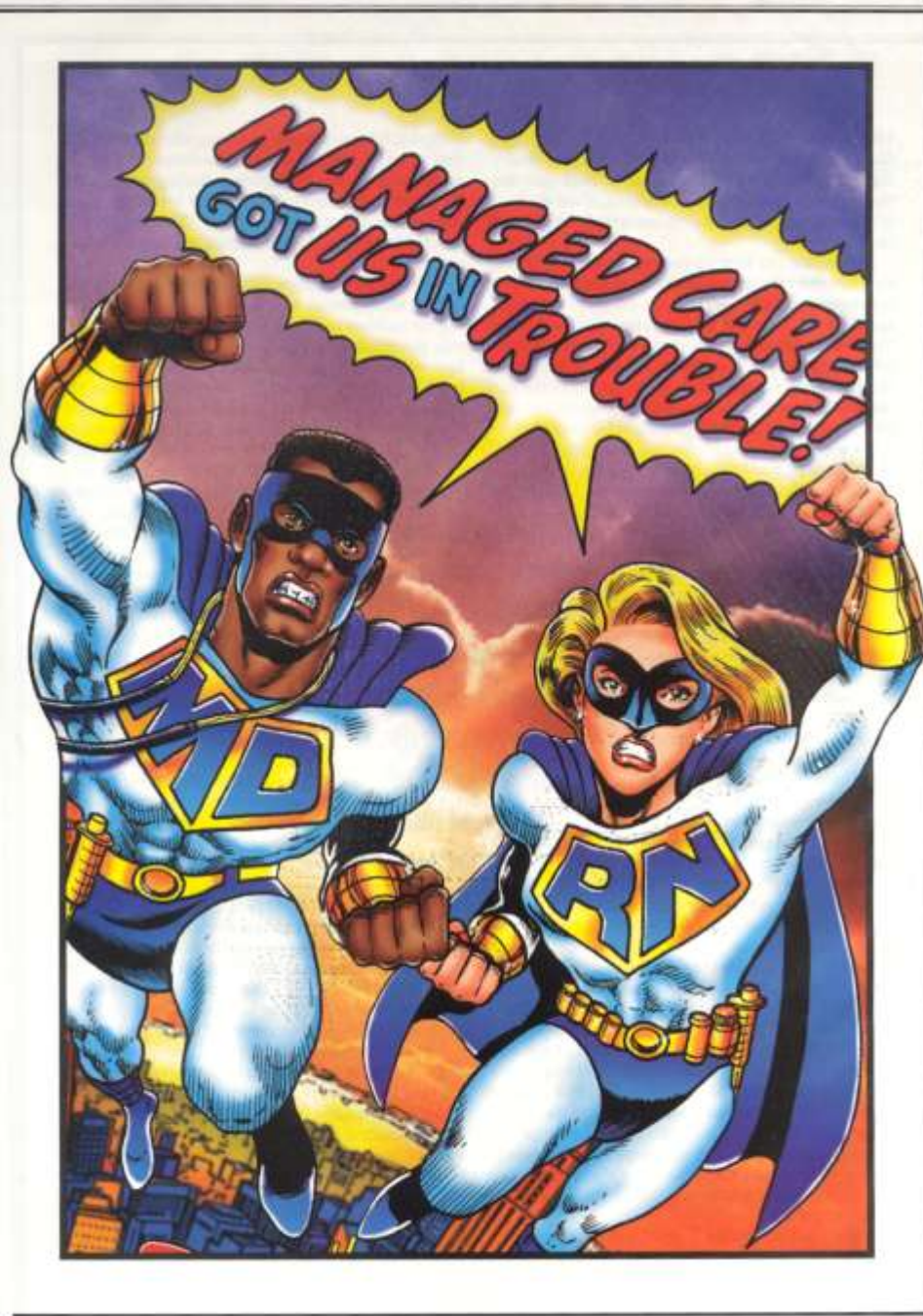


What is Managed Care?

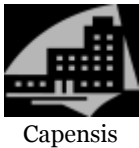
“The right treatment at the right place, right time and right price”

Kathy Walstead-Plumb, Southern Health MD,
quoted in Finance Week 16-22 January 1997





**Sometimes I think we
forget what business we
are in!!**



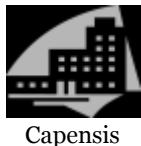
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**In the simplest form –
we are in the business of
illness, wellness and
saving lives**

**It's back to the bedside –
that's where care happens**



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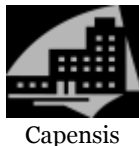


Nursing an Episode of Care The Nurse Back at the Bedside!



Case Management Within Managed Care

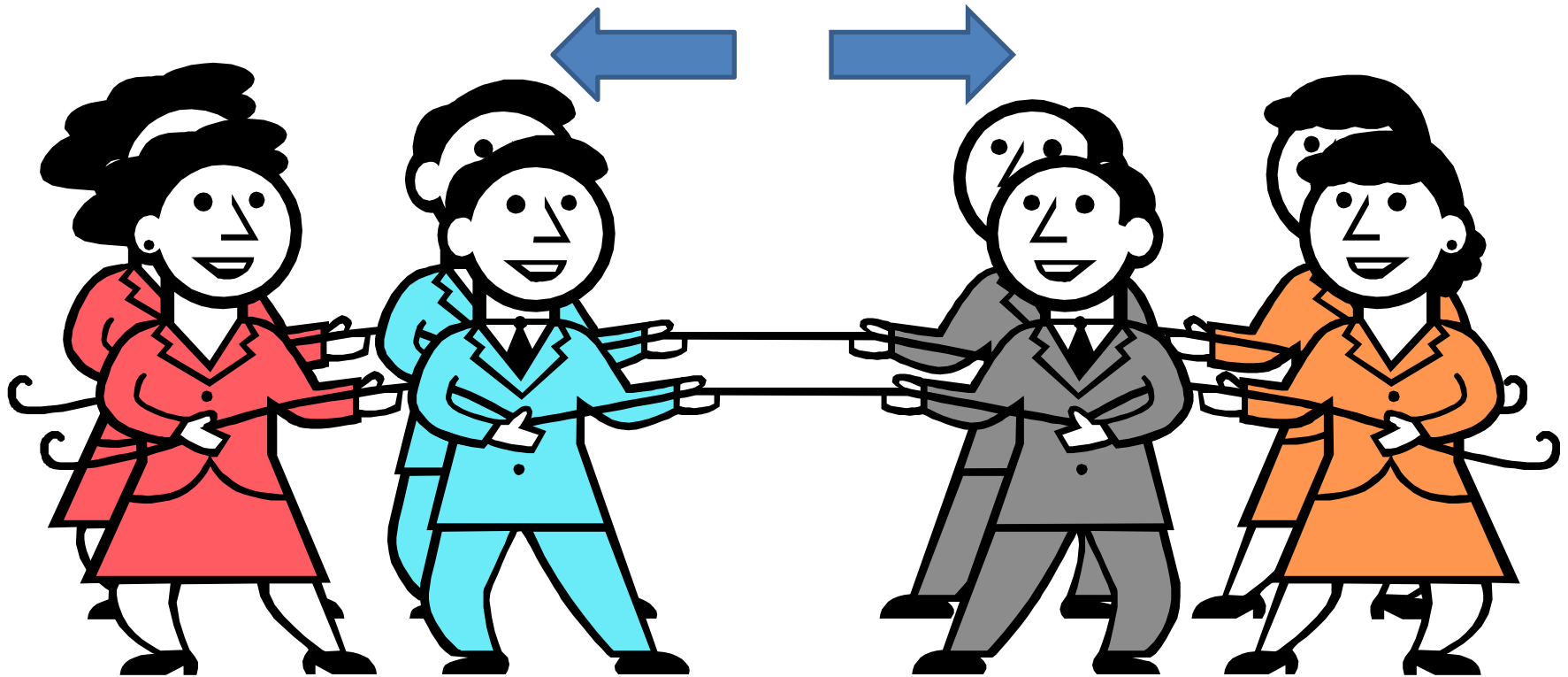
- Selection of cases – particularly high risk patients
- Manage and coordinate an episode of care
- Pre-authorisation
- Length of stay management
- Discharge planning
- ICD/CPT coding
- Ensure appropriate utilisation of resources
- Meet medical scheme/MCO requirements
- Negotiate with MS/MCO in regard to non-compliance
- Provide input to doctors on matters pertaining to cost and MS/MCO requirements



We Seem to be Pulling Against Each Other? But We Both Have the Same Objective at Heart – The Patient!

Medical Schemes/MCO's

Providers/Hospitals



Objectives 1

- Medical Scheme/MCO
 - Reduction in cost of care
 - Least LoS
 - Compliance with standard care plans
- Hospital Provider
 - Deliver care that will achieve best clinical outcome
 - Receive fair payment for resources utilised
 - Doctors to receive accurate and timeous clinical data to manage treatment – professional decision making
(clinical and integrated IT systems fundamental to achieving this)



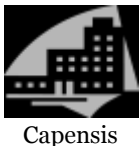
Objectives 2

- Medical Scheme/MCO
 - Risk borne by provider e.g.
 - Per diems
 - Fixed fees
 - Understand and in control of cost of risk e.g. ICU care
 - Happy, contented and financially satisfied member/patient (i.e. Clinically well, received professional and quality of service and no or least co-payments)
- Hospital Provider
 - Accept risk for fair remuneration
 - Close cooperation with funders to ensure the balance of quality and cost
 - Happy, contented and financially satisfied patient (i.e. Clinically well, received professional and quality of service and fair payment received for resources utilised)



Who Should Be a Case Manager?

- Firstly, they must be a Registered Nurse (there are opportunities for Enrolled Nurses)
- They need to be at the level of a Clinical Nurse Specialist i.e.
 - ICU, and ideally Theatre, certificated (that's where the costs and intensivity of care are)
 - Well experienced in hospital care
 - Mature, and ideally with at least Team Leader experience – doctor and peer interaction requires professional recognition and respect for each other
 - Administratively skilled – IT competence, report writing, data capture
 - Interpersonal skills – ability to cooperate and interact with right attitude and personality



Clinical IT : The Start of the Electronic Patient Record

The COW!

Computer on
Wheels

As part of the fully
integrated clinical
and financial IT
system (SAP
based) installed
at Ethekwini
Hospital and
Heart Centre in
Durban



Some Current Problems

- Hospital CM's are often glorified billing clerks and file auditors!
- Many are not at the CNS level
- Still too much paperwork – at the bedside and at billing level (IT investment to enable efficiency!)
- Relationships between MCO's and hospitals not at the “common objective” i.e. Both working in the interests of the patient
 - Lack of trust between us?!
- No formal training for CM's



Role of Case Management Within NHI

- Back to basics – the patient in the bed with high expectations!
- The nurse at the bedside providing appropriate and cost effective care
- Managed by a Unit Manager who understands her/his responsibilities in balancing quality to cost
- Overseen by a Case Manager who is the communication conduit between all stakeholders



Role of Case Management Within NHI 2

- Overseen by a Case Manager
 - the nurse at the bedside – right care plan
 - the attending physician - right treatment protocol
 - the pharmacist – right medicine i.e. Generic or other substitution
 - the MCO/funder – compliance with expectations
 - hospital billing and debtors – to ensure that queries are resolved timeously so that payment not delayed
 - hospital management – risk management i.e. Complications, re-admissions, cost write offs, high risk patient implications, doctor management



Recognition of the Critical Role of Case Management Within NHI (and now!)

- Starting point is for management to understand and accept the role of the CM as outlined and support the structure and process
- The CM's role will be critical as she/he will be managing "an episode of care"
- The CM's role in managing Risk (notwithstanding that all of nursing care services has this responsibility as well)
- CM's key role in patient advocacy, resource identification and facilitation



The Vision of the Case Manager Association of South Africa (CMASA)

- To be the premier Association for Case Managers and the Case Management profession in South Africa



Membership of CMASA

- Membership is encouraged from all sectors of the health care industry
- Membership means belonging to a group of like-minded individuals, who realise that working together as a group they can positively impact the development of case management as a profession



Mission of CMASA

- To promote the awareness and growth of Case Management
- To network and support the evolving needs of Case Managers
- To promote and achieve the professional status of Case Managers
- To develop educational structures for the specialising of Case Management as a career



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The Ultimate Goal

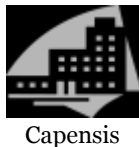
- To positively impact and improve patient wellbeing and health outcomes in a cost effective manner
- Whether NHI happens tomorrow or whenever and in whatever form, Case Management has a significant role to play in the efficient and effective care of our patients



CMASA Website

www.casemanagement.co.za

Thank you!



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