

# Case management for individuals with chronic conditions and complex care needs: A realist evaluation

## Why is this project important?

- Individuals with chronic conditions and complex care needs often require services from providers across different sectors, including health and social care settings. This can make it difficult to navigate services and receive integrated care.
- Case management (CM) is a collaborative approach to care, which is used to assess patient needs, create a care plan, coordinate services among health and social service professionals, and provide education and self-management support.

## What did we do?

- We implemented a 12-month CM intervention in participating primary care clinics in New Brunswick, Nova Scotia, Newfoundland and Labrador, Quebec and Saskatchewan.
- We interviewed study participants and members of the care team.
- Interviews were analyzed using a realist methodology, which seeks to answer the following question: *how case management works, for whom, and under what circumstances?*
- Interviews highlighted the importance of individuals feeling supported, respected and accepted by the case manager, which could lead them to be involved in the intervention and become empowered.
- When case managers felt confident in their role, accountable to patients, and became part of the collaborative care team this had positive effects on the intervention.
- Three main patterns emerged: 1) People became involved in their care and gained control of their health through a trusting relationship with their CM 2) Case managers gained skills, experience and confidence in their role and felt accountable to patients 3) Clinicians' teamwork and provisions of care were improved by their commitment to the intervention.

## How will this help?

- This study provides information on patient experiences, as well as the perspectives of health professionals, community partners, health managers, and family care partners.
- These findings will help inform the next step, which is scaling up case management in primary care in Quebec and New Brunswick,



## Who can I contact?

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