

IMPROVING CLIENT ENGAGEMENT IN MEDICAL CASE MANAGEMENT

The Partnership for Care Program of Family Services of Westchester



Project Background

The Medical Case Management Program (MCM) at Partnership for Care Program/Family Services of Westchester (FSW) was concerned that patients were not utilizing all the services that would help them meet their treatment goals.

FSW staff reviewed active patient charts in January 2016, and found that in at least 25% of the charts, client service plan goals focused solely on transportation needs.

We were concerned that clients were not utilizing available services, either due to staff not informing clients of all possible ways they could be assisted, or due to clients not knowing how they could best utilize MCM services.

We decided to examine whether prompting clients with possible areas of intervention would have an effect on their utilization of medical case management services. While many clients with HIV are involved with multiple agencies, they are not always clear on the role of the medical case manager, or aware of all of the many ways that the medical case manager can assist them.

To address this situation, FSW began a project to improve the usefulness and quality of the Service Plans, in expectation that it would increase utilization of services.

We anticipate that by implementing a new service plan template, case managers are more easily able to understand the client's priorities, strengths and challenges, and can work together with the client to identify any additional areas for intervention. We believe that this will keep clients engaged in services and ultimately, improve their care.

Actions & Methods

The FSW MCM program focused on developing a new service plan template that would include and offer additional services to program clients. We wanted to determine whether clients would be more engaged in services if there were goals/outcomes in multiple areas on their service plans.

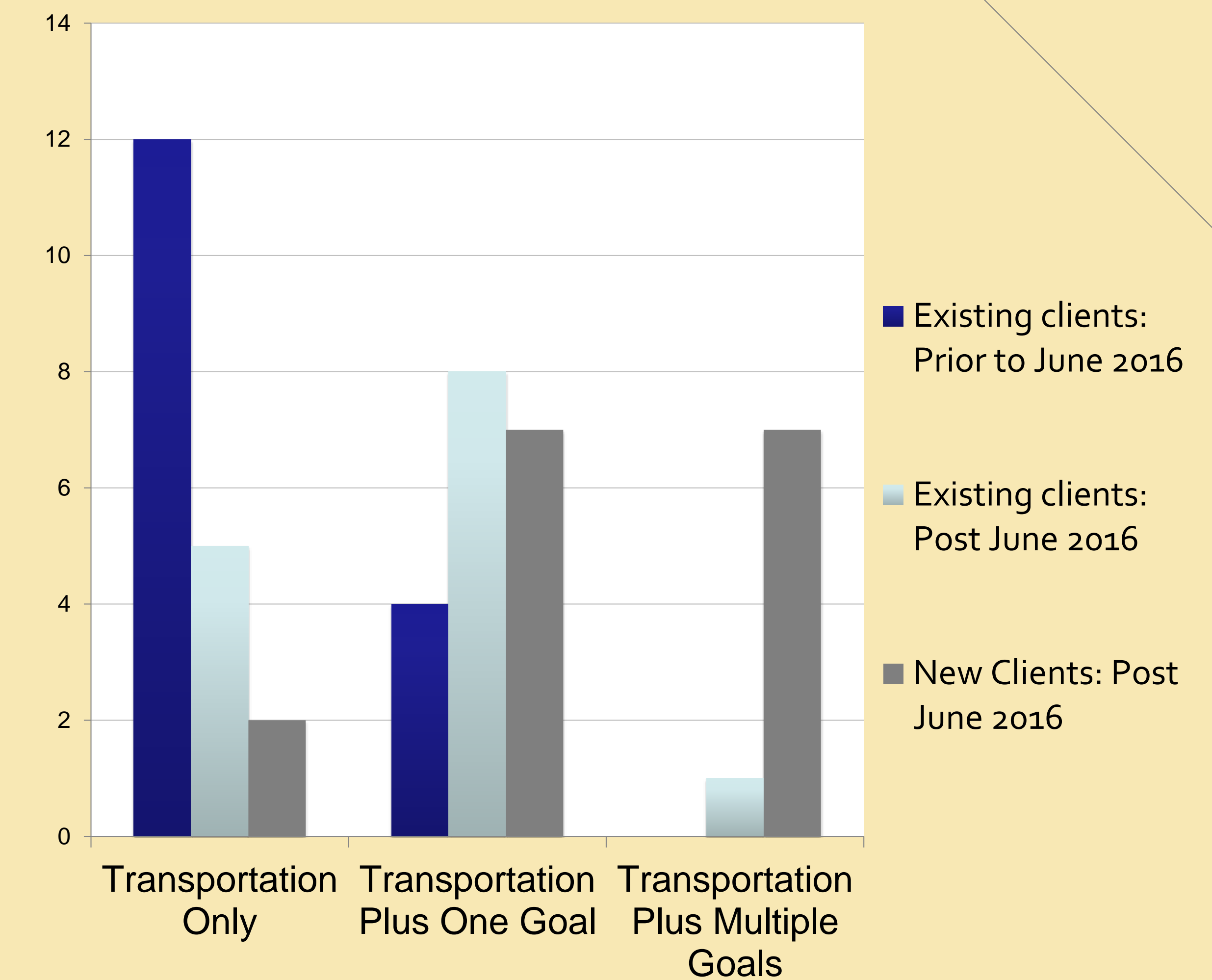
The MCM staff met and brainstormed all of the services that the FSW team can provide, and a draft of the new plan was developed that included the identified service areas. This draft was reviewed by the Partnership for Care's Consumer Advisory Committee (which includes current FSW clients) who suggested additional edits to the document. The new service plan was then finalized and implemented on June 15, 2016.

Results

For those clients for whom the new Service Plan has been used, all have indicated they want assistance with multiple issues and are interested in receiving additional services.

The Service Plan allows staff to identify areas for intervention that were not initially recollected but could be recalled by clients when prompts were given by a case manager.

The program will continue to monitor the impact that the new service plan templates have on utilization of care with FSW clients.



Service Plan Changes

FAMILY SERVICES OF WESTCHESTER
MCM BRIEF SERVICE PLAN

CLIENT NAME: _____ ID# _____

NEED	ACTION	PERSON RESPONSIBLE	TARGET DATE

Client Signature: _____
Service Plan Developed By: _____
Supervisor Signature: _____

Prior Service Plan

FAMILY SERVICES OF WESTCHESTER
MCM RECOMMENDED SERVICE PLAN

CLIENT NAME: _____ ID# _____

RECOMMENDED SERVICE	ACTION	ONGOING GOAL	MCM OR CLIENT RESPONSIBLE	PROJECTED OUTCOME DATE

OTHER: _____

Signatures: _____ Date: _____
Client: _____ Date: _____
Case Worker: _____ Date: _____
Supervisor: _____ Date: _____

New Service Plan

Conclusion

To keep clients engaged in their care, it is important to provide them with information about all the resources that are available to help them succeed with their HIV treatment.

Involving the Consumer Advisory Committee as well as program staff ensured that we included elements that would be meaningful to our patients.

Revising our MCM Program Service Plan to prompt case managers to offer clients a wider range of services has not only increased utilization, but has also improved and clarified the role of the medical case manager for the client, making the program more effective.