



## Draft Points for Case Management Message to Legislators

### **PROBLEM:**

Legislators are searching for positive approaches to address healthcare issues and to improve health outcomes.

#### Primary problems

- ✦ Care is increasingly specialized and fragmented
- ✦ Patient safety is at issue
- ✦ Costs of care are spiraling out of control
- ✦ An even larger group of Americans is aging and presenting escalating medically complex health care needs
- ✦ Care is chaotic and inefficient

### **SOLUTION:**

- ✓ **Case management** provides involvement, education, and empowerment to patients and families. In addition, case management **enhances** care coordination, improves patient adherence to recommended treatment, improves quality and decreases fragmentation.
- ✓ **“Nurse Case Manager: The highly trained professional, often the glue for the team, has the most regular contact with us and our families and helps coordinate and integrate the care that occurs both inside the team and outside of it from other teams and individual professionals. The case manager is the traffic controller, dispatcher, navigator, and often the advisor, counselor and comforter as well.”**  
Dr. David Lawrence, Chairman Emeritus, Kaiser Permanente
- ✓ **Case managers** coordinate care at the point of healthcare decision-making and bring patients and their families, payers, and providers of care together to facilitate treatment decisions in the patient’s best interest. Increasingly recognized by the public and private healthcare systems, credentialing organizations and academic institutions as critical to successful clinical and financial healthcare outcomes and patient satisfaction, case managers work primarily with complex and chronic care management focusing simultaneously on achieving health and maintaining wellness and containing costs.
- ✓ **Involvement of case managers in programs of care will decrease fragmentation, improve clinical and financial outcomes of care, increase consumer satisfaction.**

- Founded in 1990, CMSA is a multidisciplinary professional association with nurse, social worker, therapy, and physician members working collaboratively with complex and chronic care coordination. With over 12,000 members/subscribers and 72 chapters in the United States, CMSA expands its outreach internationally with member’s countries and territories including Argentina, Australia, Bahamas, Bermuda, Canada, England, Hong Kong, Ireland, Japan, New Zealand, Puerto Rico, Singapore, and the United Kingdom.

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