

Integrated Case Management

Individual Training Program

Integrated Care Management represents the next generation of case management — allowing consistent assessment and management of medically complex multimorbid patients.

COURSE REQUIREMENTS:

- Manual Study
- Chapter Tests
- Interactive Webinars
- Face-to-Face Training Workshop

FOR MORE INFORMATION,
VISIT OUR SITE:
www.cmsa.org/ICM

**Training Programs Offer
Over 50 hours of
Continuing Education!**

- **CCM (Certified Case Manager):**
CMSA seeks approval for 45.5 60-minute clock hours for Section I training and 51.0 60-minute clock hours for both Section I & II training.
- **NURSING:**
CMSA is an approved provider by the California Board of Registered Nursing. Provider #CEP11460. CMSA seeks approval for 54.6 50-minute clock hours for Section I training and 61.2 50-minute clock hours for both Section I & II training.



Failure to treat depression can prevent proper treatment of other medical conditions.

Training to help identify and coordinate treatment

Many patients suffer from mental illness along with other physical disease states. Often, these mental illnesses go untreated leading to additional problems for patients. For example, failure to treat depression can prevent proper treatment of other medical conditions as the patient lacks the motivation or desire to improve their health. This problem is less a matter of clinical indifference and more a reflection of the division that has occurred between physical health and mental health within the US healthcare system.

Physical health care managers (e.g. nursing case managers, physicians, pharmacists, etc.) lack specific training in how to identify and coordinate treatment of mental and physical health problems. Rather, they focus solely on assisting with physical disease states. Likewise, mental health care managers (e.g. nurses, social workers, psychiatrists, etc.) often do not have the physical health background to coordinate treatment or relate mental health care to physical disease states that occur in patients with complex conditions where a mental health issue is but one aspect.

CMSA's Integrated Care Management Training Program helps clinical delivery and managed care organizations improve their assessment and treatment of medically complex patients, specifically individuals who face both physical and mental/behavioral health challenges.

YOUR NEW SKILLS WILL ALLOW:

- Consistent comprehensive relationship-based care support
- Complexity-based assessments in the biological, psychological, social and health-system domains
- Coordinated assistance with mental health and physical problems without patient/client handoffs from manager to manager
- Use of complexity-based anchor points to guide specific and targeted actions in achieving care plan goals
- Physical and mental condition outcomes orientation to achieve health stabilization, reduce impairment, improve quality of life, and reduce total health care service use

AND PARTICIPANTS WILL:

- Understand health complexity and its impact on function and cost
- Become comfortable supporting care for behavioral and physical illness in patient/clients with health complexity
- Develop skills in moving complex-high cost patients/clients to health stabilization through comprehensive assessments, communication skills, and integrated care plan with systematic case management procedures
- Learn how to document clinical, functional, quality of life and cost outcomes as a part of case management activities



**INTEGRATED
CASE MANAGEMENT**



Integrated Case Management Training Program

To address the critical issue of health management of complex patients, CMSA has partnered with INTERMED Foundation, a leader in integrated health assessment, and Cartesian Solutions, a consulting organization with extensive experience in advising companies in how to improve integrated health delivery, to launch the Integrated Care Management Training Program. This detailed program consists of four interrelated consulting and training steps:

Institutional Assessment — The program begins with a review of an institution's readiness to implement an integrated health model. Some institutions face challenges in addressing the issue based on inherited silos of care delivery or cultural obstacles that interfere with better coordination between the medical aspects of the organization and the mental health areas.

Integration Consultation — Based upon information uncovered in the assessment, CMSA and its consulting partners will then work with the organization to change work practices and cultural dynamics to create the right climate for successful integrated health delivery.

Integrated Health Training — CMSA trains the organization's care managers on several tools and practices designed to improve the assessment of medically complex patients evaluating both their physical and mental states and creating treatment plans that effectively address integrated health issues. The training is aimed at building trainers within the organization who can share these tools and practices internally without sending all staff to CMSA training.

Institutional Re-Evaluation — On an ongoing basis experience Integrated Health personnel from CMSA will re-evaluate the organization to ensure that the new training and integrated health approach is delivering the desired results.

Staggering Costs of Unintegrated Treatment

Patients with health complexity are a small percentage of our total patient population, yet can be very costly in time management, resources and financial burden.

Contribution of MH/SUDs to Cost Excess in 100,000 Patients with Chronic Medical Conditions

	Annual Cost of Care without MH/SUD	Illness Prevalence	% Comorbid MH/SUD	% Cost Increase in those with MH/SUD	Annual Excess Cost in those with MH/SUD
Arthritis	\$ 5,200	6.6%	36%	94%	\$11.7M
Asthma	\$ 3,730	5.9%	35%	169%	\$13.0M
Cancer	\$11,650	4.3%	37%	62%	\$11.5M
Diabetes	\$ 5,480	8.9%	30%	124%	\$18.1M
CHF	\$ 9,770	1.3%	40%	76%	\$ 3.9M
Migraine	\$ 4,340	8.2%	43%	149%	\$22.8M
COPD	\$ 3,840	8.2%	38%	186%	\$22.3M

* Cartesian Solutions, Inc.™ – consolidated data

Implementation Benefits – Beyond Better Care

Implementation of the Integrated Care Management Training Program leads to several benefits beyond better patient care and improved patient safety:

Hospitals

- ❖ Decreasing length of stay in complex multi-morbid patients
- ❖ Reduce the number of personnel these patients require for constant observation (an uncompensated expense for many clinical settings)
- ❖ Improve the speed and effectiveness of delivery of care to non-paying and/or low paying patients
- ❖ Lower re-admits associated with ineffective treatment of complex patients

Outpatient Clinics

- ❖ Reduce costs through improved delivery of integrated health, improving health contract negotiation positions
- ❖ Decrease the number of uncompensated services used by complex patients

Managed Care Organizations

- ❖ Reduce costs for servicing multi-morbid, complex patients
- ❖ Align resources effectively to highest cost patients Identify providers best prepared to deliver effective integrated health treatment



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