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Conference Abstract

Care Coordination in North Kirklees: an evidence-based model of case management for the modern NHS

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Abstract

5% of the population due to complex needs cost a typical NHS locality 40% of hospital and primary care costs. So care coordination models which deliver economic alongside quality benefits constitute a holy grail in integrated care: particularly in a financially-constrained system. Although historically weak, the evidence in support of cost-reducing case management has been growing in the last few years. The findings of randomised control trials in the US, alongside replication of promising results in the UK involving the presenters of this paper, are converging to isolate the key components of effective practice.

North Kirklees CCG in collaboration with its coterminous GP Federation, Curo, has therefore established a programme of case management implementation informed by this best of recent evidence. Key participants in the development and delivery of the programme will describe the model design, and its rationale. A key component of the approach is to integrate clinical audit and outcomes measurement using the triple outcomes framework. The paper will share the approach to outcomes measurement and KPIs. Initially targeting people aged over 75 in year one, the service will widen its scope in year 2 and be offered to all high-risk patients as identified by Johns Hopkins ACG system (typically 5%). The patients are those complex needs at high risk, of unscheduled admission but for whom many current crises are preventable. There will be a focus on 'medium-term high cost patients', a group identified in recent research by Johns Hopkins, who have patterns of high utilization spanning multiple years and share similar morbidity profiles. The aim here is standardizing for any impact of 'regression to the mean' on trends in hospital admissions.

The paper will share the challenges in adapting this model to both the local population needs and new organizational structures and how these are being addressed. Since the participants have been architects of national policy in long-term conditions in England, and / or innovators in the field in the NHS, the presentation will also share some of this learning and lessons for going forward.

Keywords

case management; innovation; practice; outcomes

PowerPoint presentation

<http://integratedcarefoundation.org/resource/icic15-presentations>