



Case Management Input – The costs Involved



*Cerebral Palsy and Brain Injury Cases, AVMA conference
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An Increased Understanding of...

- What is Case Management
- What is included in the Case Management Immediate Needs Assessment (INA)
- How costs for Case Management (CM) are estimated
- The different factors that can impact on the ongoing cost of (CM) input for clients



Case Management.....

- What is it?





‘It is the duty and responsibility of case managers to support people to get the most out of their lives’

‘A case manager is someone who will get on with the job and get their hands dirty and make things happen’

Ref: *What do personal injury solicitors expect of case managers?* Susan Bidswell 2013



‘My right hand man....’



What is Case Management?

*“Case management is a **collaborative process**, which assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to **meet an individual’s health and wellbeing, education and/or occupational needs**, using communication and available resources to promote **quality, cost effective and safe outcomes.**”*

**British Association of Brain Injury Case Managers
(BABICM)**



The Immediate Needs Assessment



What is covered in an INA?

- 1) Background information
- 2) Activities of daily living assessment
- 3) Identification of immediate needs and case management recommendations to meet them
- 4) Estimate of costs



Case Managers often identify needs in the following areas:

- Care/Support
- Accommodation
- School/College/Work
- Leisure
- Therapy
- Equipment



Introducing Sophie....



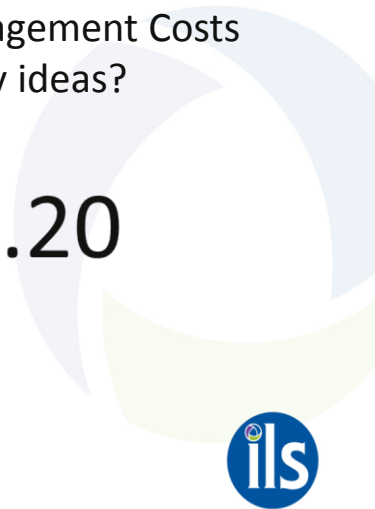
Sophie's Needs

- Physiotherapy
- Accommodation
- Occupational Therapy
- Behavioural Optometry
- Psychology
- School
- Care



Estimate of Case Management Costs
for Sophie – Any ideas?

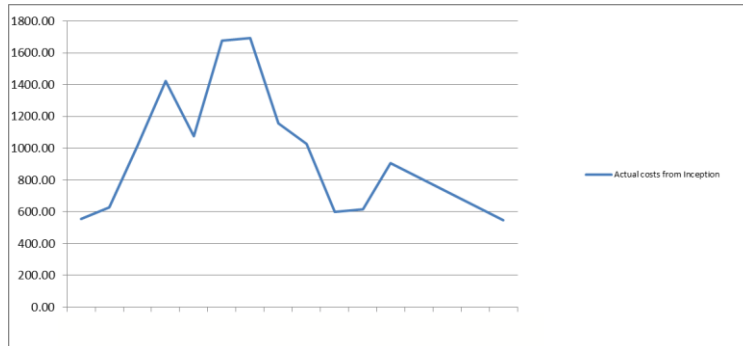
£15,167.20



Sophie Case Management Costs

Predicted Costs - £15,167.20

Actual Costs Spent - £8,754.64



Often our Estimated costs are
fairly accurate



But we don't have a crystal ball.....



William and George:

- 6 years old
- Severe cerebral palsy
- Gastrostomy fed
- Hoisted for all transfers
- Dependent on others for all of care needs
- No verbal communication
- Live with their parents and two siblings
- Attended specialist schools
- Similar travel distances involved for case manager



Estimated costs for first Year of CM input in INA

- William - £13,688.00
- George - £13,731.50

Actual Costs Spent In First Year

- William - £4,059.25
- George - £22,572.50



Costs for Second Year of CM input

	Estimate	Actual
William	£6,455.38	£5,580.42
George	£24,144.72	£24,311.70



‘It is not so much the disability the person has but the person the disability has....’



Case Management Costs for
sorting out care....

DONE!



Recruitment and Management of Carers

Recruitment Issues

Retention Issues

Carers and client/family relationship difficulties

Carers

- Resign
- Suffer a bereavement
- Become ill
- Have to be dismissed
- Raise a grievance



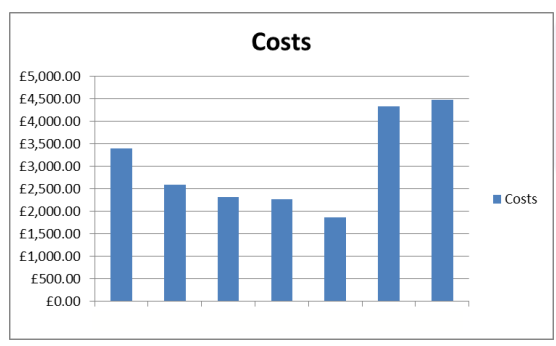
Responses to recruitment Campaigns vary significantly...

Highest ever	124 enquiries 46 applications
In contrast	0 enquiries 0 applications received
Some	15 enquires 3 applications

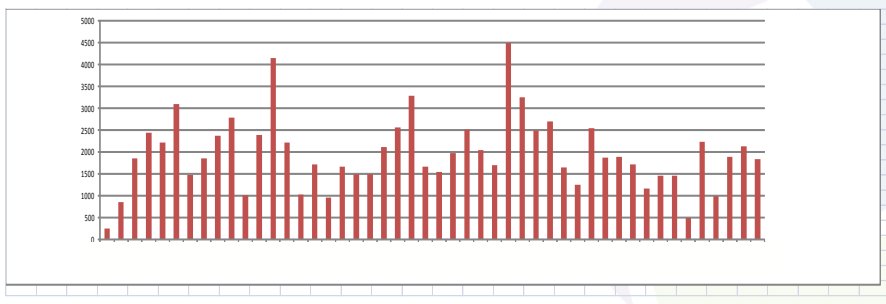


Recruitment fine, retention is the issue.....

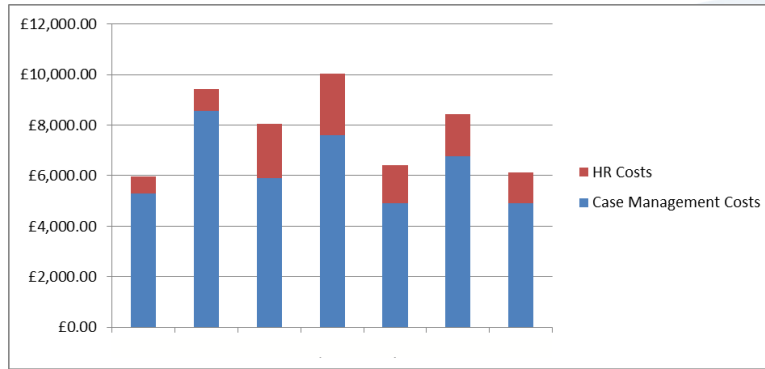
Mary Stephens



Graph showing 4 years of case management costs for a child with severe cerebral palsy who had a team of carers supporting him at home

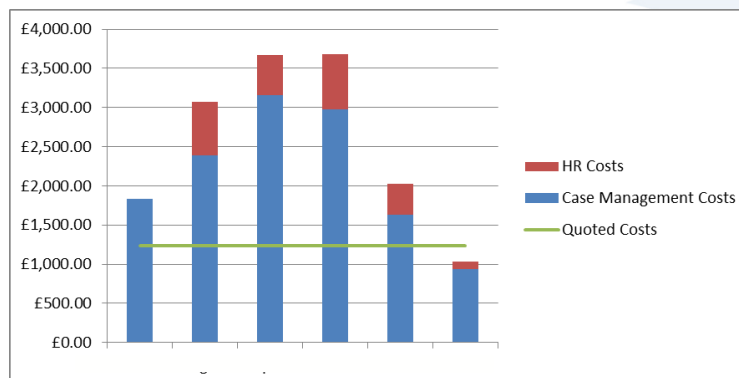


Daniel Smith



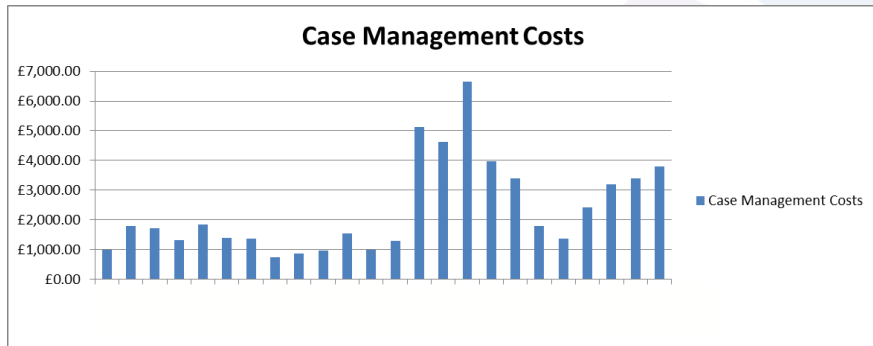
Change in Situation

Max Evans



Life Events and Complex Situations

Joanne Mason



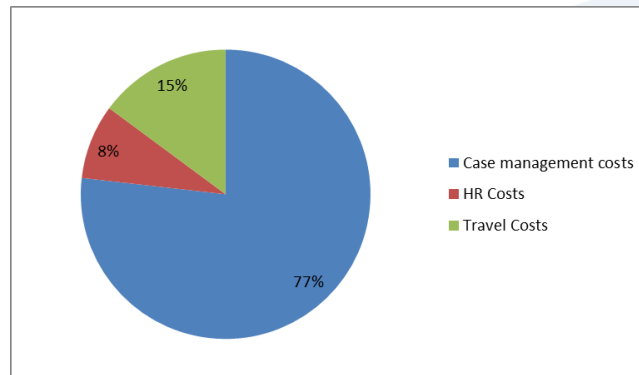
“Case management needs will increase during hard to predict crises...”



‘In the real world of disability, people’s lives are fraught with risks and challenges that need to be carefully handled and sometimes can take up disproportionate amounts of time which is none-the-less necessary.....’



James Heyward



To ensure you do the best for your clients,
you need to have an understanding of the
realities of Case Management input and care,
including costs, for **each of your clients.**

**One set formula does
not work!**



A good case manager will.....

- work in the client's best interests at all times and be able to clearly explain what they have done and why they have done it....
- have a clear understanding of the cost of their input and be able to articulate what they have achieved or not and the reasons for this....
- will have all of the above clearly documented in their case notes, goals and reports....



‘Don’t neglect the emotional dimensions both for the client and the family.....’



*‘When a case manager was first mentioned I couldn’t see why I would need one, **it seemed an unnecessary cost.** Nicola’s above and beyond approach, her care, tact and sensitivity and ability to deal with pretty much anything has made me change my mind completely. She has brought an in depth knowledge, excellent manner and organisation and assisted me immeasurably. Without her valued input and assistance my family and I would be in a much worse situation.’*



Thank you for listening....

Any Questions?

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