



THE CASE MANAGEMENT SOCIETY OF AUSTRALIA

8TH Annual Conference and Exhibition

ACTION RESEARCH AS A

METHOD TO DEVELOP A CASE

MANAGEMENT MODEL

Andrea Corbett, 25 Feb 2005

DEVELOPING A CASE MANAGEMENT MODEL

- **Should begin at admission to acute care**
- **Continue in community post discharge**
- **Difficulties:**
 - patch protection
 - financiers budget control
 - political agendas

DEVELOPING A CASE MANAGEMENT MODEL

The ideal

- ♥ sit down together
- ♥ acknowledge differing perspectives
- ♥ develop effective, cost efficient methods of support

seamless care through entire process



MEETING INDIVIDUALS NEEDS

- ♥ understand pre-admission history
- ♥ immediate diagnosis
- ♥ therapeutic interventions
- ♥ patient/family goals

PARTICIPATORY ACTION RESEARCH

- **Improvements in practice in the health sector**
- **Change for the betterment of service delivery**

In different sectors world wide



PARTICIPATORY ACTION RESEARCH

- **Jones – Wales**
- **Bryant-Luksius & Dicenso – Canada**
- **Garmann – Norway**
- **Stringer & Genant -- England**



PARTICIPATORY ACTION RESEARCH

“A family of research methodologies which pursue action and research at the same time”

Dick, 1999

“Learning by doing”

O'Brien, 1998

PARTICIPATORY ACTION RESEARCH

**Kurt Lewin – a Prussian psychologist
1890 – 1947**

**“Generate knowledge about a system
while attempting to change it”**

**Two central ideas: group decision and
commitment to improvement**



PARTICIPATORY ACTION RESEARCH

**Adopted by education sector -- 1946 early
account**

**Widely accepted since early 1970's in
education sector**

Used by health sector since 1980s



PARTICIPATORY ACTION RESEARCH

Allows researchers to work with people in ways that are:

- Non-exploitative**
- Non-hierarchical**

Seeks to empower participants in change



PARTICIPATORY ACTION RESEARCH

Participatory

Collaborative

- **arises from the need to clarify a concern generally shared by a group**



PARTICIPATORY ACTION RESEARCH

Is NOT what health professionals do when they think about their practice

It is not simple problem solving

It is problem posing

Is done with and for others to improve what they do



PARTICIPATORY ACTION RESEARCH

Is not a scientific method of research

Is not about testing hypotheses

**It is a living process that changes both the
researchers and the situations in which
they act**



PARTICIPATORY ACTION RESEARCH

Is a political process

Considerations of:

- **politics of organisation**
- **change management**



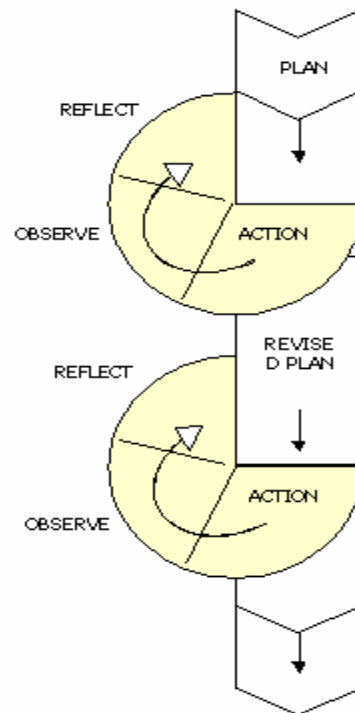
ACTION RESEARCH CYCLE

Four basic steps:

- **plan**
- **action**
- **observation**
- **reflection**



ACTION RESEARCH CYCLE



PARTICIPATORY ACTION RESEARCH

**Data collection –
potentially divisive participant group**

**Recommend Modified Delphi Technique
semi structured 1 on 1 interviews**

PARTICIPATORY ACTION RESEARCH

Case management in New Zealand

Three funding streams –

Acute care

by local DHB – Vote health

On Going care

accident – ACC

**non accident cause -- DHSS
funding**



PARTICIPATORY ACTION RESEARCH

**Population based funding model
introduced in 1993**

**Rural populations disadvantaged because
of their geography**

**Uncoordinated, disjointed, case
management systems**



PARTICIPATORY ACTION RESEARCH

AIM of research:

participants to become willing partners

**develop improved systems of service
delivery**

**with more effective forms of case
management**



PARTICIPATORY ACTION RESEARCH

It is

PARTICIPATORY

COLLABORATIVE

EMPOWERING



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