

Case Management *Plus*

A case management framework and
methodology for mental health service
delivery

Case Management: Developing an Evidence Base
CMSA 8th Annual Conference



Queensland Government

Queensland **Health**



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Case Management *Plus* - Phase 1

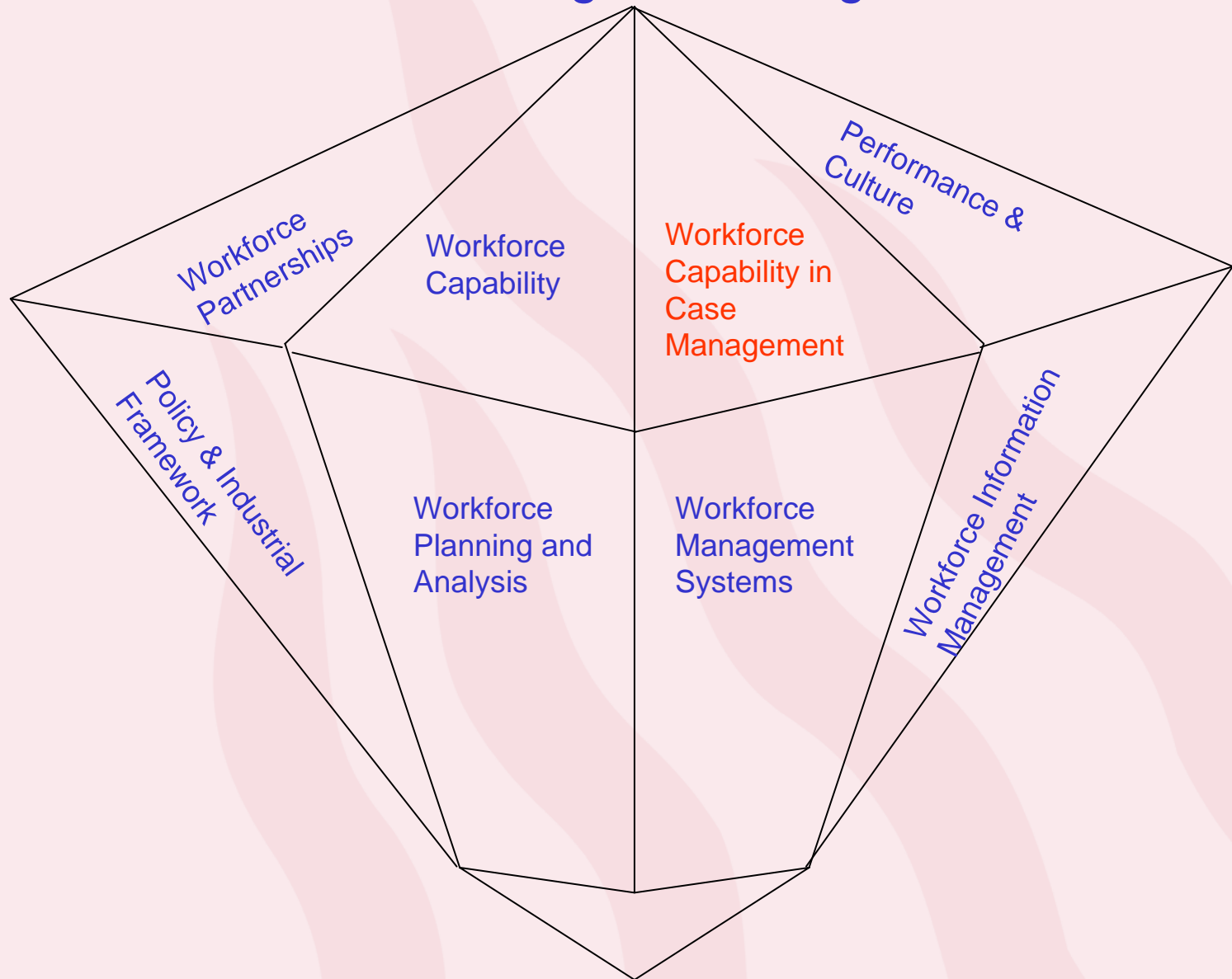
What it is

- good practice case management framework for use across Queensland mental health services
- best practice tools, templates and guidelines for care coordinators, team leaders and senior directors/managers to facilitate case management
- best practice case management intranet website, hardcopy and CD information manuals
- case management clearing house where information can be shared

Benefits of Case Management *Plus*

- Greater shared understanding and application across mental health services of a definition of case management that is consistent with national & state health policy
- Continuous quality improvement in the individual care or service co-ordination activities undertaken by clinicians within and across the various mental health service components
- More effective program and resource management of the various service components in which case management occurs
- Improved workforce management – e.g. clarity of roles and responsibilities, more effective caseload management

Link of Case Management Plus to Other Facets of Workforce Program Management



Case Management *Plus* and Evidence-based Assessment

- Evidence established through randomized clinical trials, clinical or cost effectiveness needs to be incorporated into practice
- Caution is required in examining evidence related to social questions
- Best emphasis may be policy, service management and clinical infrastructure that supports evidence-based assessment

Progress to date

- Comprehensive literature review
- Consultation through extensive email reference group and key stakeholder workshops
- Monthly newsletter progress updates
- Collection of good practice tools and templates
- Comprehensive set of materials in paper-based manuals developed for three levels of staff – Care Coordinators, Team Leaders & Service Directors
 - Framework, definition, principles, tools and templates, relevant links and resources
- initial website design and layout, menu system, and proposed content to be hosted on-line

Future Directions

- Finalise and launch deliverables from Phase One
- Scope next phase of the project including education and training
- Manage project risks including project location in proposed Centre for Mental Health Learning