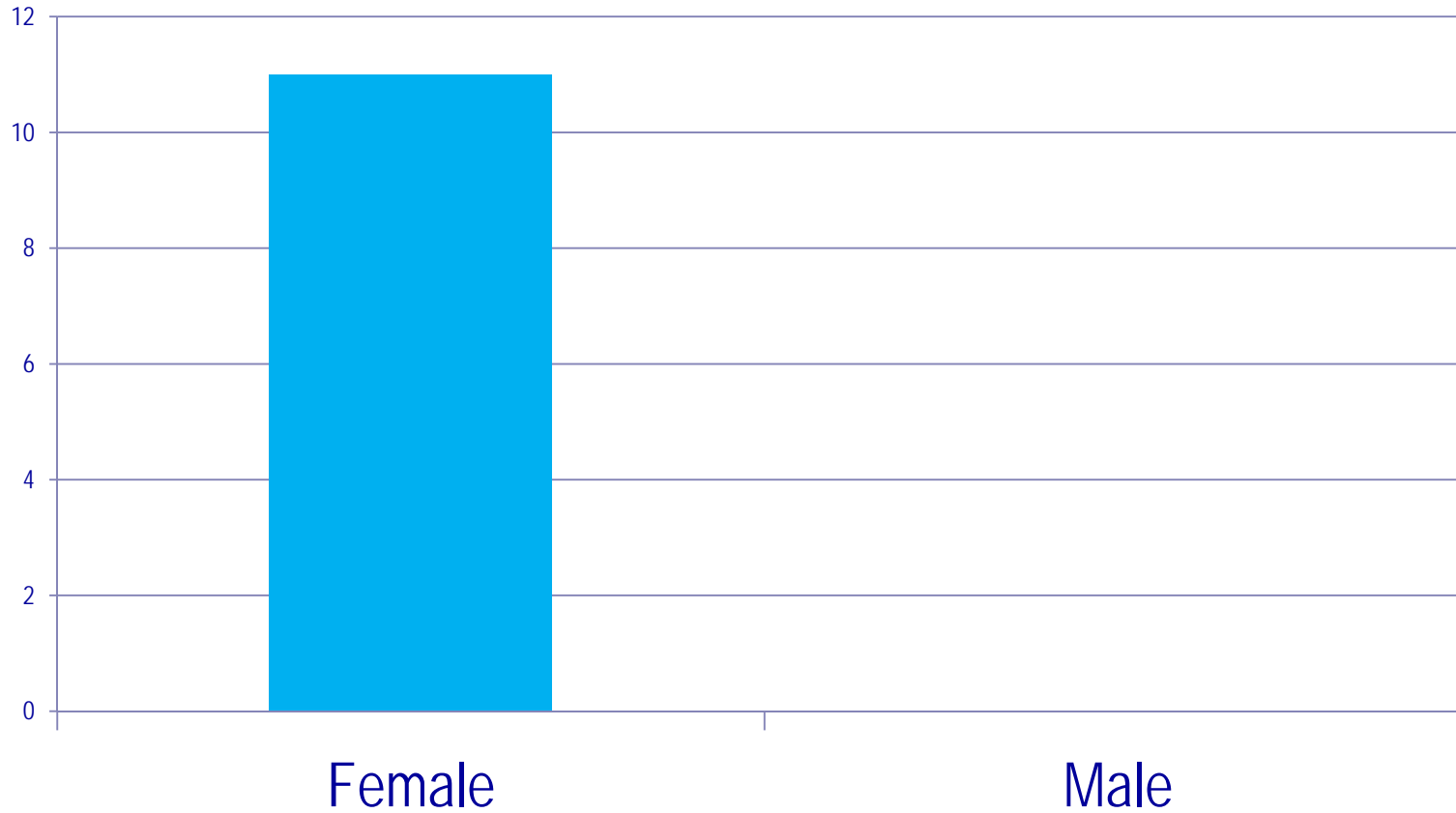




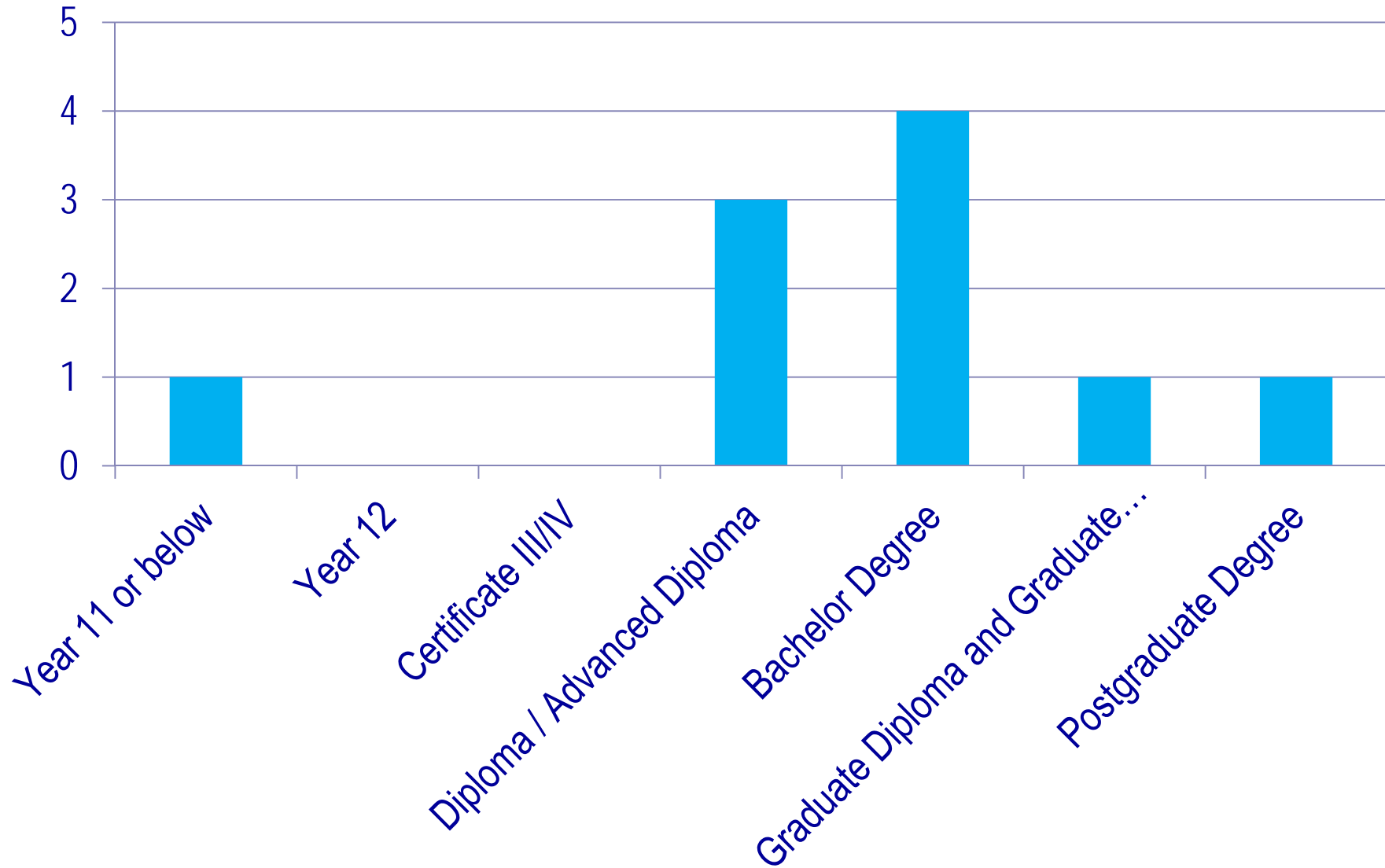
**Case Manager Data**  
Characteristics of case managers.....

Cathy Duncan  
Australian Health Services Research Institute  
Measuring Outcomes in Community Care Workshop  
Sydney, 3<sup>rd</sup> March, 2015

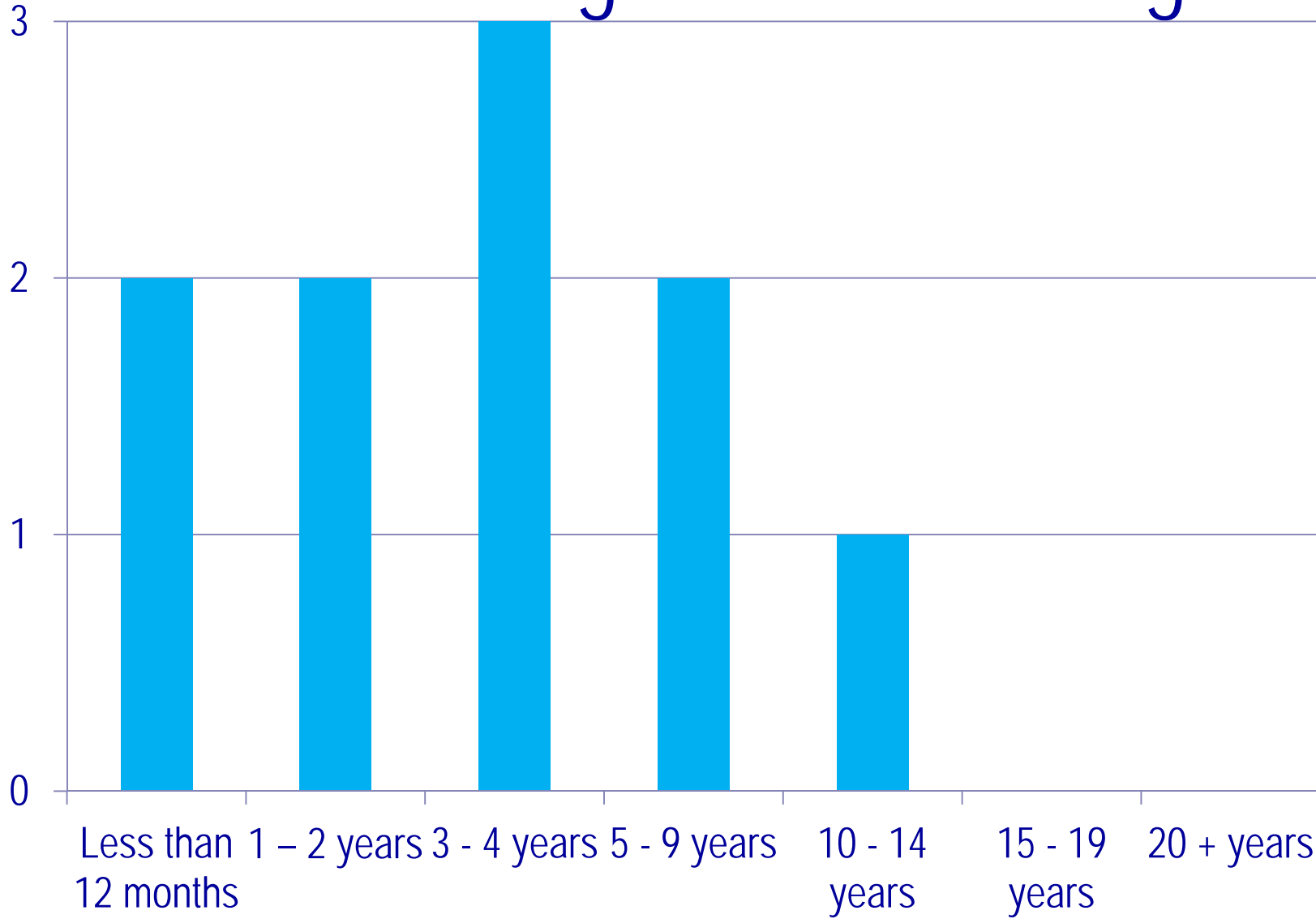
# Gender



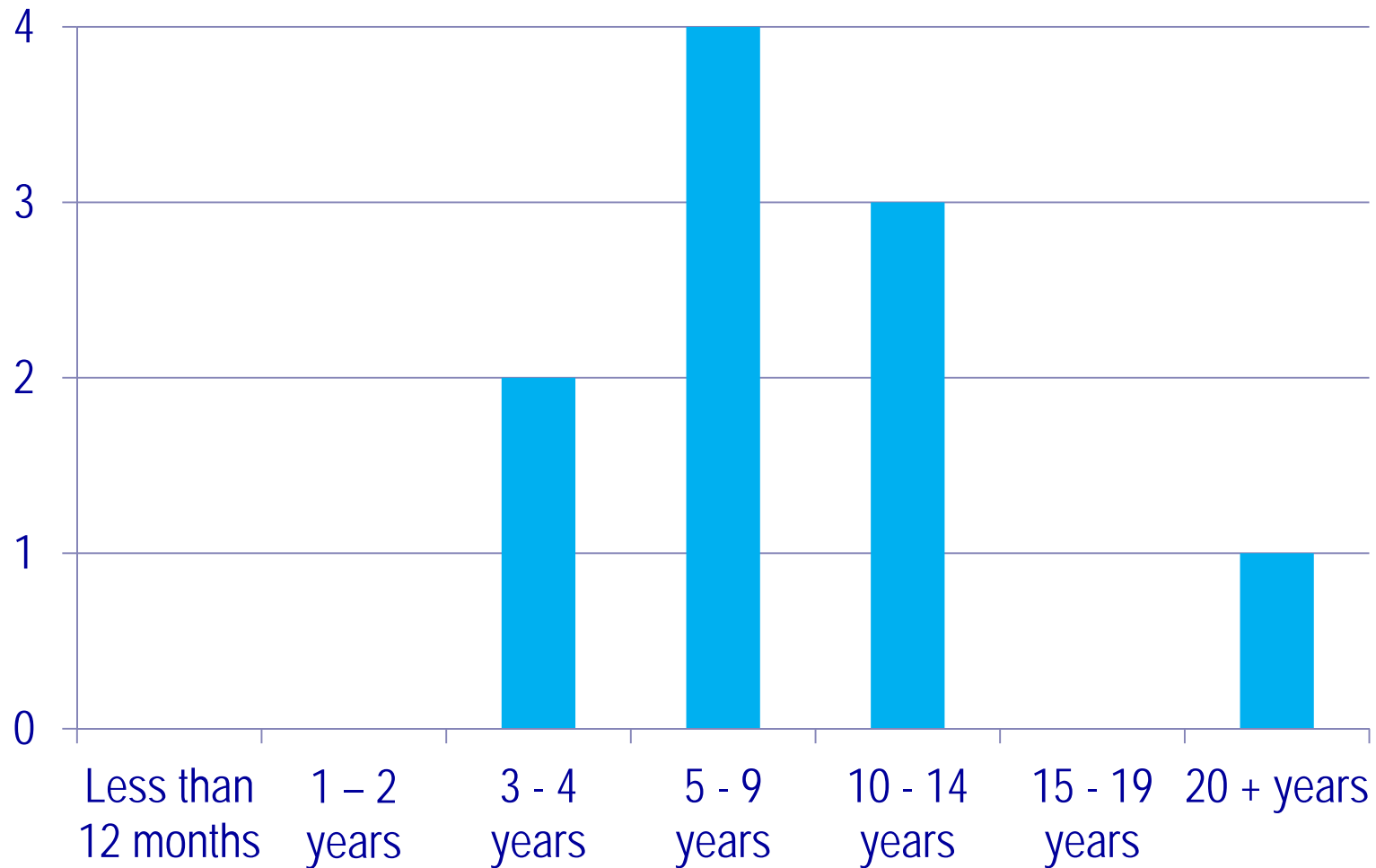
# Education



# Years Working as Case manager



# Years working in aged care



# What information is being collected at the moment?

- ◆ Client care plans
- ◆ Progress notes
- ◆ Client reviews
- ◆ Measuring benchmarking and trends with QPS
- ◆ Monitoring outcomes in quality logs

## Information collected (cont)

- ◆ Monitoring Incidents
- ◆ Follow up with referral networks eg: ACAT, allied health
- ◆ Complex assessment information eg: pain, continence, skin integrity

# How is client information recorded?

- ◆ Both paper and computer based systems
- ◆ Comcare
- ◆ QPS
- ◆ TCM
- ◆ EQ stats
- ◆ Care Plan evaluations



# Suggestions about what other information could easily be collected

- ◆ Information relating to client centered care eg: what services does the client want
- ◆ Social support goals
- ◆ Family context
- ◆ Client reports (compliments and complaints)
- ◆ Assessment information

## Other information (cont)

- ◆ Time spent with clients
- ◆ Type of visit
- ◆ Services provided
- ◆ Regular reporting week to week
- ◆ Review of person centred, goal orientated care plans in line with Community Common Care Standards

# Main challenges in collecting reliable information on outcomes?

- ◆ Time
- ◆ Cognitive ability of community clients
- ◆ So many variables differ from one client to the next
- ◆ Need access to reliable standardised information to look at the 'big picture'
- ◆ Clients and family giving reliable information at first assessment

## Main challenges (cont)

- ◆ Very subjective information
- ◆ First hand, facts only
- ◆ Too much information
- ◆ In some cases family members want to 'own' the care plan and don't respect the client's desires and lifestyle preferences
- ◆ Building a relationship with clients takes time, too many assessment tools in initial contact can feel invasive

# Questions for the researchers?

- ◆ What is the best way to record the information?
- ◆ Are there any standardised tools?

# Comments / Suggestions