Case management by FMG nurses based on self-management support

**Activities**
- Follow-up of vulnerable CD patients with a case management approach by FMG nurses with:
  - Evaluation of the patients' needs
  - Establishment of an ISP at the initiation of the follow-up and three months later
  - Interdisciplinary team meetings
  - Regular follow-up
  - Identification of required CSSS and community resources

**Target groups**
- Vulnerable patients with CD in FMG primary care clinics

**Resources**
- FMG nurses
- FMG primary care physicians
- Clinical Project Coordinator
- Professional resources from the CSSS
  - Community resources
  - Community pharmacies

**Contributing factors**
- FMG nursing roles
- Interprofessional collaboration
- Information technology to target the patients
- Pragmatic intervention

**Proximal outcomes**
- Improved self-efficacy
- Increase in self-management practice
- Improved health habits
- Improved patient activation
- Decreased psychological distress
- Patient satisfaction

**Intermediate outcomes**
- Improved empowerment
- Improved quality of life
- Decrease in health services utilization (emergency room visits, hospitalization and primary care services)

**Long-term impacts**
- Decreased morbidity
- Decreased mortality

**Individualized self-management support**
- With or without:
  - Group self-management support based on Stanford self-management program