CASE MANAGER TEAM

Discussions about work cases both concerning individual and organisational level

CASE MANAGER FOR OLDER PERSONS WITH MULTI-MORBIDITY

INDIVIDUAL LEVEL
(Contacts with the older persons and their family members)

- Regular home visits at admission and after 3, 6, 9 and 12 months.
- Identifies needs and improvement areas regarding health and social care
- Helps coordinate health and social care contacts
- Can offer a pharmaceutical review from a pharmacist
- Follow-up contacts in form of telephone contacts, home or hospital visits
- Support at care planning sessions and physician’s appointments

ORGANISATIONAL LEVEL
(Working groups with representatives from involved organisations)

- Regular scheduled meetings with representatives from primary health care, community care and from the inpatient care
- Case managers provide information based on the experiences from the older persons and their family members
- Case managers update the organisations with on-going results from the project
- During scheduled meetings the responsible representatives can discuss and solve problems as a way to improve the continuity of care

IMPROVEMENT AREAS
Based on information from the case managers