



Clinical Case Management Services

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Overview

- **Medical Management (MM) Department of Defense Instruction (DoDI) 6025.20**
 - *Current status*
 - *Publication challenges*
 - *Caseload management and limits*
 - *Qualifications*
 - DoDI 6025.20 vs. Directive Type Memo (DTM) 08-033
 - *Training*
 - DoDI 6025.20 vs. DTM
- **Status of TMA Medical Clinical Case Manager (MCCM)**
- **TMA MCCM way forward**



Current Status and Publication Challenges

▪ **DoDI 6025.20 status**

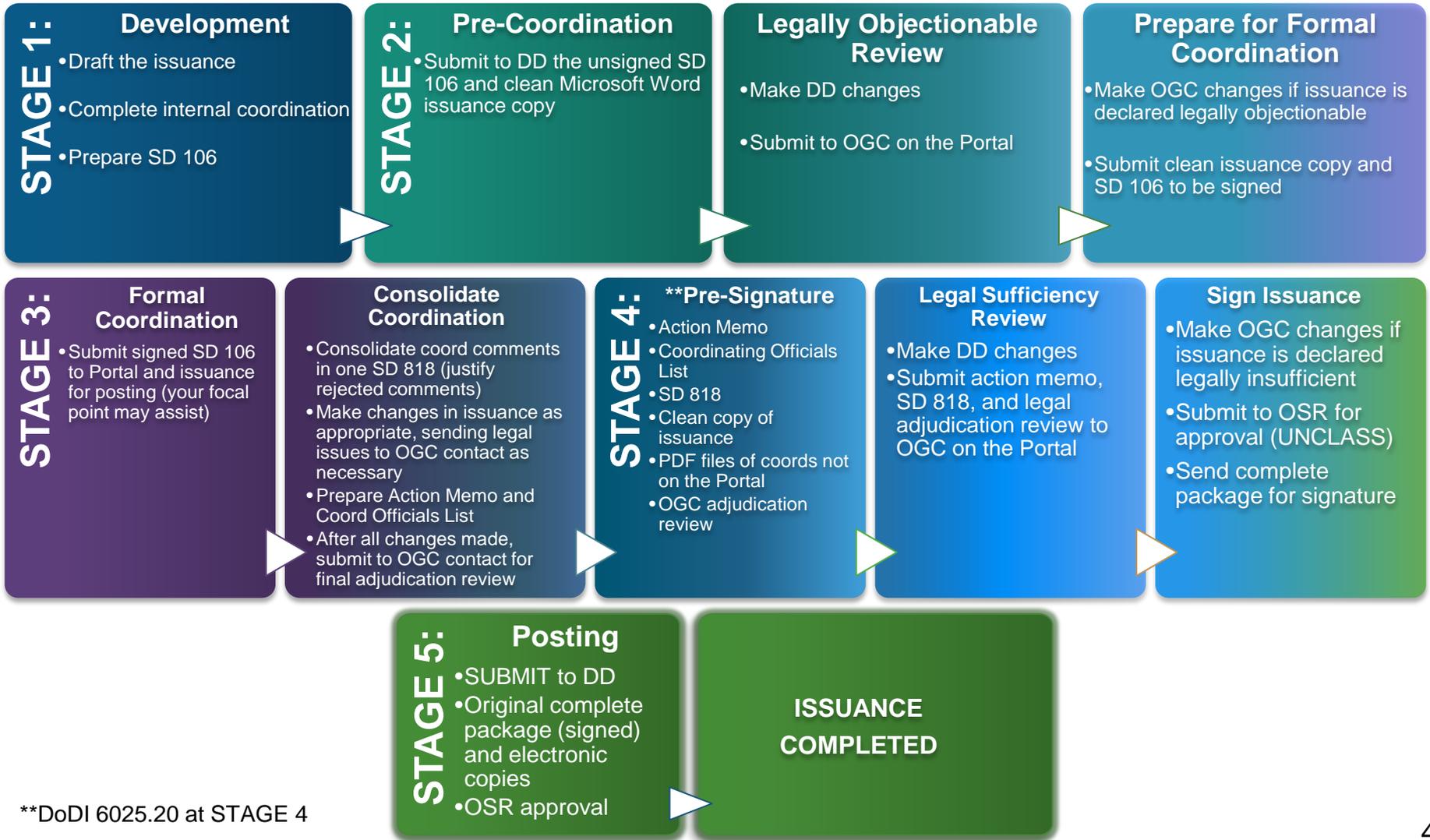
- *Internal coordination completed*
 - TRICARE Management Activity; Health Affairs; Personnel and Readiness
- *Formal coordination completed*
 - Chairman of the Joints Chiefs of Staff; Director of Administration and Management; Inspector General, Department of Defense (DoD); Secretary of the Air Force; Secretary of the Army; Secretary of the Navy
- *Directives Division*
 - Awaiting pre-signature review

▪ **Publication challenges**

- *Complex coordination process*
 - DoD and U.S. Department of Veterans Affairs (VA)
 - Tri-Service consensus



Issuance Process



**DoDI 6025.20 at STAGE 4



Caseload Management and Limits

▪ **Approximate Coordination Time**

- Total time spent in a month on a patients case

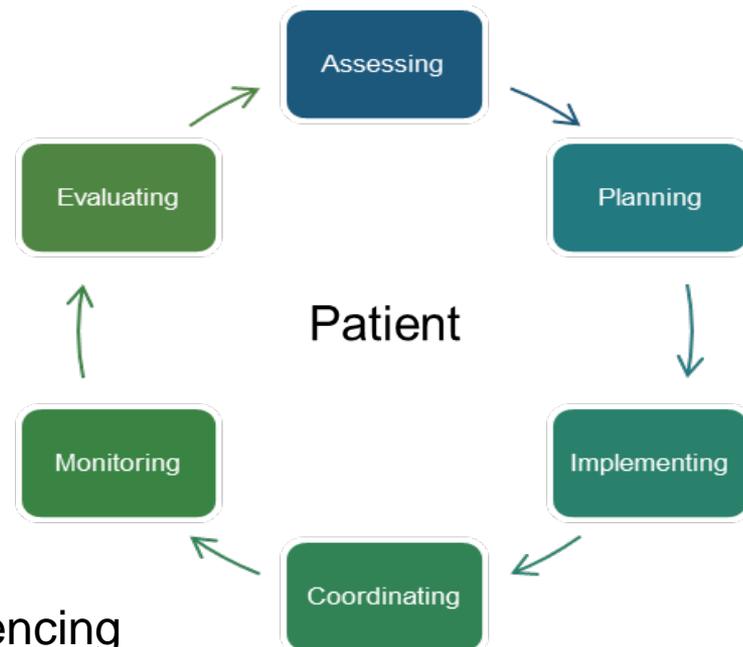
➤ *Activities performed*

- Assessing
- Planning
- Implementing
- Coordinating
- Monitoring
- Evaluating

➤ *Face-to-face time*

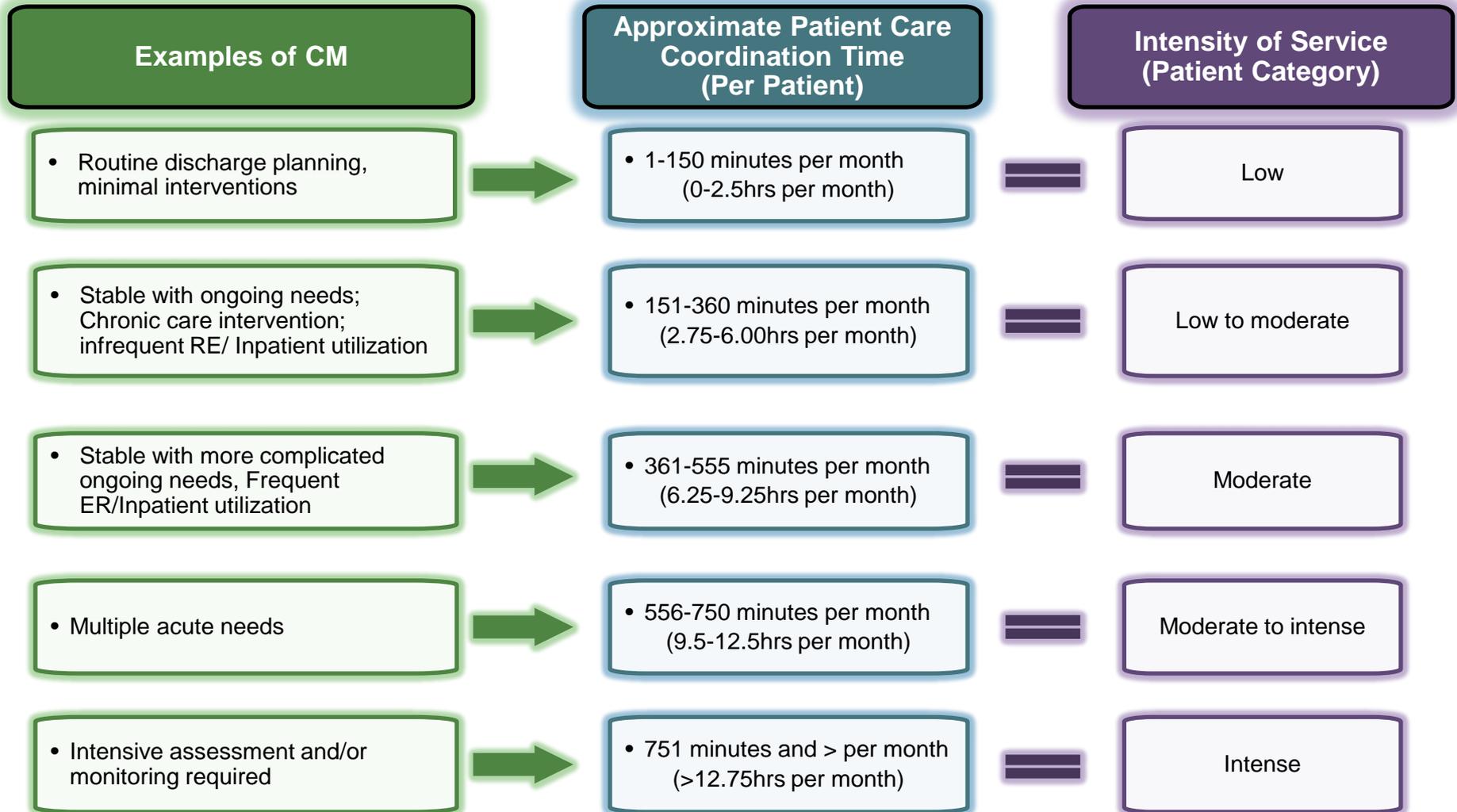
➤ *Direct real-time*

- Telephone or videoconferencing





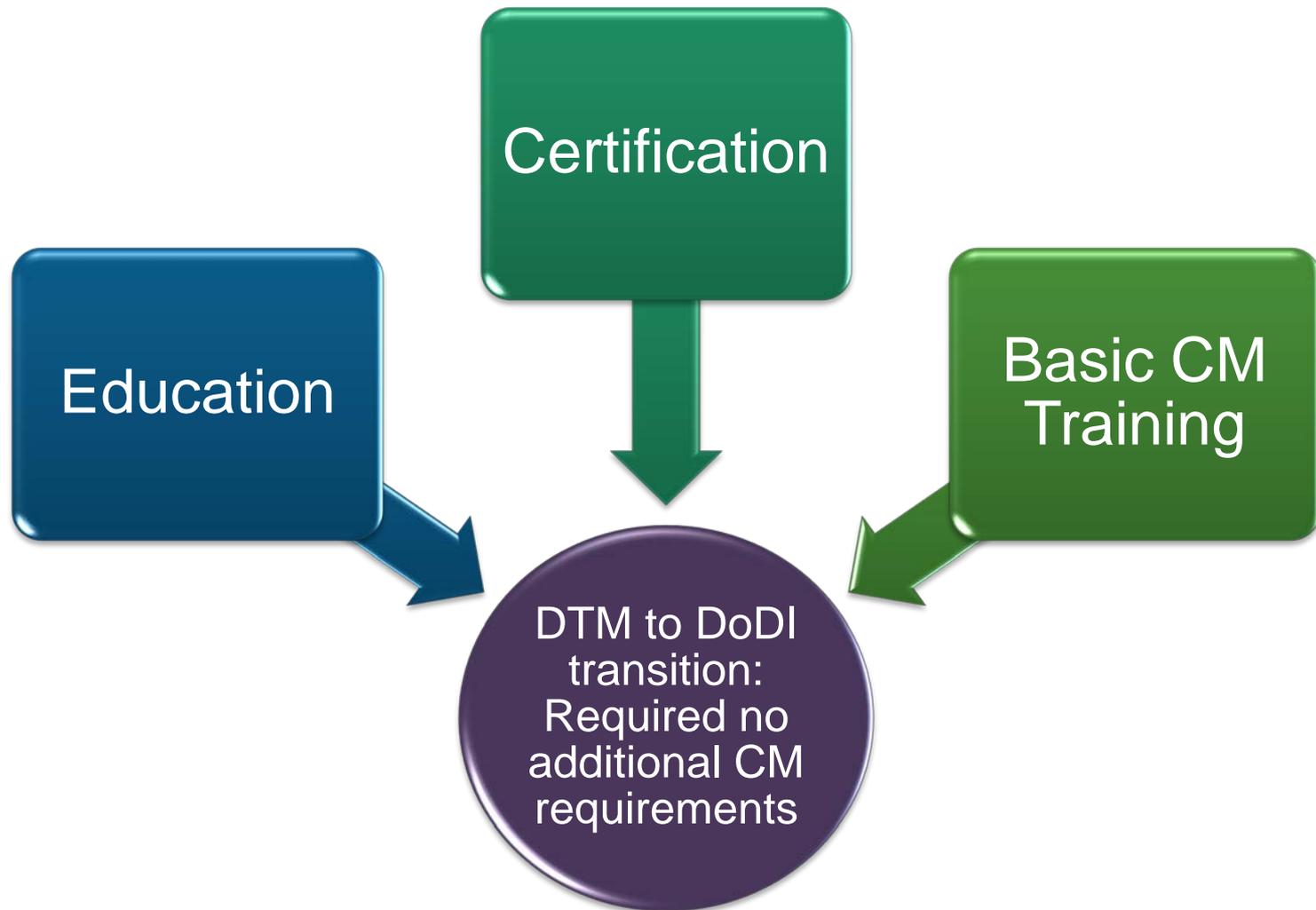
Caseload Management and Limits





Clinical Case Management Qualifications

DTM 08-033 vs. DoDI 6025.20





Clinical Case Management Training

DTM 08-033 vs. DoDI 6025.20

DTM Training

- CM Module 1
- TRICARE Fundamentals
- Military Medical Support Office
- Traumatic Brain Injury
- Post Traumatic Stress Disorder
- Psychological Health
- Clinical Decision Support Tools
- Introduction to Veteran Affairs
- **Disability Evaluation System**
- DoD Recovery Coordination Program
- Service-Specific Case Management Courses

DoDI Training

- CM Module 1
- TRICARE Fundamentals
- Military Medical Support Office
- Traumatic Brain Injury
- Post Traumatic Stress Disorder
- Psychological Impacts of Deployment
- Clinical Decision Support Tools
- Veterans Health Administration Overview
- **Introduction to the DoD Disability Evaluation System for Case Managers**
- DoD Recovery Coordination Program
- Service-Specific Case Management Courses



Existing Status of TMA MCCM

- **The new DoDI employs the following mechanisms**
 - *Building and sustaining vital partnerships with stakeholders*
 - TRICARE Regional Offices (TROs)
 - TRI-Services
 - Veterans Affairs (VA)
 - Wounded Warrior Care Policy Office
 - *Partner engagement*
 - Collaboration with TRO Medical Directors, Community Partners, CM counterparts
 - Collaboration with Interagency Warrior Care and Coordination (IC3) Community of Practice (CoP) and Policy and Oversight (P&O) Work Groups
 - *Satisfaction review*
 - 2012 Defense Health Cost Assessment and Program Evaluation (DHCAPE) Telephone Survey of Ill or Injured Service Members Post Operational Deployment



TMA MCCM Way Forward

■ TMA plans for reporting on MCCM effectiveness

• *Building and sustaining vital partnerships with stakeholders*

- Conduct monthly and quarterly meetings with DoD and VA CM Leads to seek best practices and barriers to implementation of policy and data capture
 - Systemically review CM models and processes to align with national standards
 - Identify programmatic gaps
 - Create and initiate action plans

• *Partner engagement*

- Obtain cross-sector feedback from TRO Medical Directors, Community Partners, CM counterparts
- Strategize in IC3 CoP and P&O Work Groups to unify departments efforts in development and deployment of overarching care coordination policy and Lead Coordinator role for clinical case management

• *Ongoing opportunity*

- Coordination for follow-up Telephone Survey of Ill or Injured Service Members Post Operational Deployment



Discussion