



Clinical Case Management Services

Presented by

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Overview



- Service-level publication of policy and regulations based on DoDI 6025.20 (Medical Management (MM) Programs in the Direct Care System (DCS) and Remote Areas)?
- DoDI 6025.20 impact on the delivery of MCCM services, including any changes in caseloads?
- TMA MCCM collaboration with IC3 work groups:
 - ❑ What has resulted from this collaboration?
 - ❑ How will an MCCM's role change under IC3, if at all?
- Outcome of TMA MCCM Survey of Ill or Injured Service Members Post Operational Deployment concerning customer satisfaction with MCCM:
 - ❑ What is the status of this survey effort?
 - ❑ What data from the survey have you received so far?
 - ❑ How will the results help you to improve MCCM performance?



What is the status of Service-level publication of policy and regulations based on DoDI 6025.20?



- Service-specific guidance modifications to include:
 - Emphasis on DoD and VA care management team member collaboration to support care transitions across treatment settings
 - Navy Medicine
 - BUMEDINST 6300.17, Navy Medicine Clinical Case Management
 - Air Force
 - AFI 44-175, Clinical Medical Management Programs (current)
 - AFI 44-173, Population Health and Medical Management
 - Expected publication date Aug 14
 - AFI 44-175 will be rescinded upon publication of AFI 44-173
 - Army
 - Army OPORD 13-25

How is the implementation of DoDI 6025.20 impacting delivery of MCCM services, including any changes in caseload?



■ Direct Care System – Military Treatment Facility

□ Inclusion of Case Management (CM) Activities supports Patient Centered Medical Home (PCMH):

- CM embedded in PCMH/team based approach to support care coordination
- Care coordination in real-time through in-person interactions, telephone and piloting use of secure messaging
- Provides necessary care coordination to support patient-centered care activities, and meets necessary requirements that support advanced PCMH recognition

□ DODI documentation and coding requirements standardize data entry for CMs delivering care

- **New** CM Tri-Service Work Flow (TSWF) in pilot testing to facilitate team communication, care coordination and evidence-based care
- Standardized Documentation
 - Current efforts underway in support of a dedicated, system-wide CM TSWF

How is the implementation of DoDI 6025.20 impacting delivery of MCCM services, including any changes in caseload?



- Promotes ongoing skill set development through education and training
 - DoDI course development and collaboration
 - Clinical and non-clinical subject matter expert participation
 - Interagency participation with updated course content and development
 - Quarterly training emphasis
 - Tri-Service coordination and implementation for quarterly training review
 - Supports early identification and resolution of gaps in required course completions
 - Promotes ongoing feedback to support updated course content

How is the implementation of DoDI 6025.20 impacting delivery of MCCM services, including any changes in caseload?



■ Interagency Transitions

- Improved collaboration and communication through ongoing dialogue to identify and resolve barriers
- Recognition of interagency clinical and non-clinical roles and requirements

■ Caseloads

- Caseloads remain dynamic based on individual beneficiary requirements

In 2013, you indicated DHA MCCM collaboration with two IC3 Work Groups. What has resulted from this collaboration and how will an MCCM's role change under IC3, if at all?



■ **IC3 Work Group Collaboration:**

Policy and Oversight (P&O) Work Group

- DoD / VA collaboration in the development of a joint memorandum for understanding (MOU) to serve as **overarching guidance** for both Departments
 - Summarizes a single model of care coordination and management in support of complex care, services, and benefits for seriously wounded, ill, and injured Service members / Veterans throughout the continuum of care

Community of Practice (CoP) Work Group

- Interagency CoP that supports individuals engaged in delivering interagency care, benefits and services to SM/Vs
- Engaged in the implementation of the interagency Lead Coordinator (LC) concept, as well as LC tool development

■ **IC3 Lead Coordinator (LC) role developed as a means to improve visibility and transition between interagency sites**

In 2013, you indicated DHA MCCM collaboration with two IC3 Work Groups. How will an MCCM's role change under IC3, if at all?



- **Ongoing** evolution of the MCCM role under IC3 include:
 - ***Develop and obtain interagency concurrence*** that supports overarching formal guidance and an interagency governance structure
 - Support a single comprehensive plan to drive effectiveness/efficiencies for the recovery process in support of recovering Service member and recovery team
 - Continue to develop the role of lead coordinator (LC), who will serve as the primary point of contact to the care management team for Service members/Veterans, and their families/caregivers during their recovery, rehabilitation, and transition
 - Ongoing development of LC requirements and responsibilities concerning the necessary oversight and coordination requirements
 - Support the development of a standardized process for a warm hand-off from one LC to another

In 2013, you indicated DHA MCCM intent to use the existing TMA Telephone Survey of Ill and Injured Service Members Post Operational Deployment to examine customer satisfaction with MCCM: What is the status of this effort? What data have you received so far? How will the results help you improve MCCM performance?



■ Status of effort

- Survey concluded 3rd quarter 2013 due to budget constraints
- Collaborating with IC3 CoP LC group about possibility of obtaining MCCM customer satisfaction data

■ Data results

- Of Service members who indicated that they had a MCCM in 2013, at least 80% (or 8 out of every 10 surveyed) rated satisfaction with CM good to outstanding

■ Impact of results on MCCM performance

- Demonstrates continued need for:
 - Providing assistance to Service members in navigating the MHS healthcare system
 - Updating and emphasizing required CM training and providing opportunity for additional CM training



Discussion