



The Integrated Case Management Manual: Assisting Complex Patients Regain Physical and Mental Health

By Roger G., MD Kathol, Frits, Dr., MD, PhD Huyse, Janice S., Dr., PhD , CPsych Cohen

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Designated a Doody's Core Title!

An ideal reference guide for case managers who work with complex, multimorbid patients, *The Integrated Case Management Manual* helps readers enhance their ability to work with these patients, learn how to apply new evidence-based assessments, and advocate for improved quality and safe care for all patients. This text encourages case managers to assess patients with both medical and mental health barriers to improvement in order to coordinate appropriate integrated health interventions and treatment planning.

Built upon the goals and values of the Case Management Society of America (CMSA), this manual guides case managers through the process of developing new and important cross-disciplinary skills. These skills will allow them to alter the health trajectory of some of the neediest patients in the health care system.

Key Features:

- Tools and resources for deploying an Integrated Health Model (physical and mental health treatment) to the medically complex patient
- Complexity assessment grids: a color-coded tool for tracking patient progress and outcomes throughout the trajectory of the illness
- Methods for building collaborative partnerships in emerging models of care delivery within multidisciplinary health care teams
- Strategies for using an integrated case management approach to improve efficiency, effectiveness, accountability, and positive outcomes in clinical settings

- Guidance on connecting multi-disciplinary teams to assist with health issues in the biological, psychological, and social domains to overcome treatment resistance, reduce complications, and reduce cost of care

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Editorial Review

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About the Author

Roger G. Kathol, MD, acquired extensive experience in the clinical integration of general medical and mental health services for complex patients as the director of a Complexity Intervention Unit (the new term for Medical Psychiatry Unit) at the University of Iowa Hospitals between 1986 and 1999. Thereafter, he assisted in the integration of physical and mental health care management as medical director at Blue Cross Blue Shield of Minnesota for several years. As president of Cartesian Solutions, Inc., he has consulted to numerous national and international organizations, hospitals and clinics, insurance companies, care management companies, employers, and government agencies wishing to coordinate medical and mental health care management services. In these positions, he has designed many integrated case management programs and trained case managers and practicing physicians from varied specialties in cross-disciplinary techniques so that they could coordinate care for patients with multimorbidity. Dr. Kathol has over 150 peer-reviewed publications related to the interaction of general medical and mental health disorders, and, with Suzanne Gattau, has authored a book, *Healing Body and Mind: A Critical Issue for Health Care Reform*, (2007) which explains how to transition today's siloed care to integrated care through purchaser, health plan, provider, and patient partnerships. ||Rebecca Perez, RN, BSN, CCM not RN, CCM, CPUM has experienced firsthand the impact that segregation of physical and behavioral health has on the coordination of care, health service delivery, and patient outcomes during 15 years in acute care nursing and 15 in case management. As a result, Ms. Perez, a resident of St. Louis, Missouri, coauthored the depression chapter of the Case Management Adherence Guidelines (2006), has written numerous patient education articles on case management integration, and has presented nationally on and contributed to the development of integrated case management curricula. She currently serves on the national board of directors for the Case Management Society of America and has been active in her local chapter. Ms. Perez is president and owner of Carative Health Solutions, which provides direct care/case management services and consults to case management professionals on strategies to apply integrated case management principles in their programs. She has been involved in the creation of the integrated case management training curriculum at the Case Management Society of America since its inception and is currently an accredited trainer. |Janice S. Cohen, PhD, CPsych, is a clinical psychologist at the Children's Hospital of Eastern Ontario (CHEO), as well as clinical professor in the School of Psychology at the University of Ottawa. Throughout her career, Dr. Cohen's clinical and research activities have focused on children and youth who have complex medical and mental health issues. As clinical head of the Behavioural Neurosciences and Consultation Liaison Team at CHEO, she has championed integrative collaborative health care, most recently through her initiative to develop a multifaceted clinical decision-making tool, the Pediatric INTERMED Complexity Assessment Grid (PIM-CAG), to improve assessment and treatment planning for children and youth with complex health needs. Dr. Cohen is currently principal investigator of a funded research project at CHEO examining the psychometric properties of the PIM-CAG in children and youth with inflammatory bowel diseases. She is a recipient of an Expertise Mobilization Award from the Provincial Centre of Excellence for Child and Youth Mental Health at CHEO in support of her work on the development of the PIM-CAG. Dr. Cohen's other ongoing research projects include a multisite Canadian study investigating knowledge translation strategies in pediatric procedural pain. For over a decade, Dr. Cohen also served as the Director of Training in Psychology at CHEO and has received awards from national and international professional bodies for her contributions to

training.

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