Case Management Practice,
Goals and Outcomes in Community Aged Care:
Perspectives of Case Managers
in Australia

Presented by Emily You

Date: 3rd October 2013
Time: 10:30 am to 12:30 pm
Venue: Room 410 Melbourne School of Population and Global Health, Level 4, 207 Bouverie Street, Carlton

Case management has been defined as a collaborative process to meet an individual’s holistic needs through communication and available resources to promote quality cost-effective outcomes. It has been employed as a key effort to achieve care coordination and integration within and beyond aged care systems. In Australia, the three community aged care programs (CACPs, EACH and EACHD) apply the case management approach to providing services to community-dwelling frail older people to meet their various care needs.

This study aimed to explore case management practice (roles, functions, and activities); goals and outcomes that should be achieved through case management practice; factors that influence case managers’ practice; and changes in case managers’ roles in the future.

In total, 154 participants were surveyed, and 33 interviews (involving 47 participants) were conducted. Descriptive analysis, logistic regression, correlation analysis and Wilcoxon signed rank test were employed to analyse the survey data. Thematic analysis was adopted to analyse the interview data. This seminar will present an overview of the PhD project, and summarise findings related to participants’ characteristics, and case management functions, activities and associated factors. The findings have implications on case management practice, policies, and research.

These Seminars are free of charge. Visitors are most welcome to attend.
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