

Case Management of Mild Traumatic Brain Injury

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Objectives

- *Basic principles case management
- *Compare and Contrast Departments of Defense and Veterans Affairs (DoD/VA)
- *Core case management tasks
- *Identify common challenges and barriers
- *Resources

Case Management

Case management is a collaborative process under the population health continuum which assesses, advocates, plans, implements, coordinates, monitors, and evaluates options and services to meet an individual's and family's health needs through communication and available resources to promote quality, cost effective outcomes.

Basic Principles

*Case Management requires frequent assessment, planning, advocacy, support, coordination of multiple services, and evaluation to meet the

*It may be short term or long term, based on clinical needs, with interventions occurring at the individual Veteran/Service member, family, or Caregiver and system levels.

Basic Principles

- *Case management is intended to maximize resource utilization, promoting quality and Patient-centered care while producing cost effective outcomes.
- *Case management requires well-coordinated and collaborative interdisciplinary efforts which are dependent upon effective communication and cooperation.

Comparison

Veterans Health Administration (VHA) Case Management

Confidentiality

Fee Basis Care

No Shows

Co-Managed Care

Psych-social

DOD Case Management

Command Authority

Tricare / Managed Care

Transitions

Multiple providers/systems

Basic needs

Assessment

Comprehensive Psychosocial

Assumptions

Identify Resources

Problem Identification

Family Involvement

Priorities

Tools



DoD photo by Mass Communication Specialist 3rd Class
Juan Manuel Pinalez

Implement

Communicate the plan

Advocate for the patient and family

Coordinate access to care

Provide education to patient and family

Coordinate referrals

Facilitate transition

Reassess/regroup

Team Communication

Exceptional Patient Care Meetings

Conference Call

Secure Email

Team Meetings

Document

Video Teleconference



DoD photo by Petty Officer 3rd Class Trevor Welsh,
U.S. Navy/Released

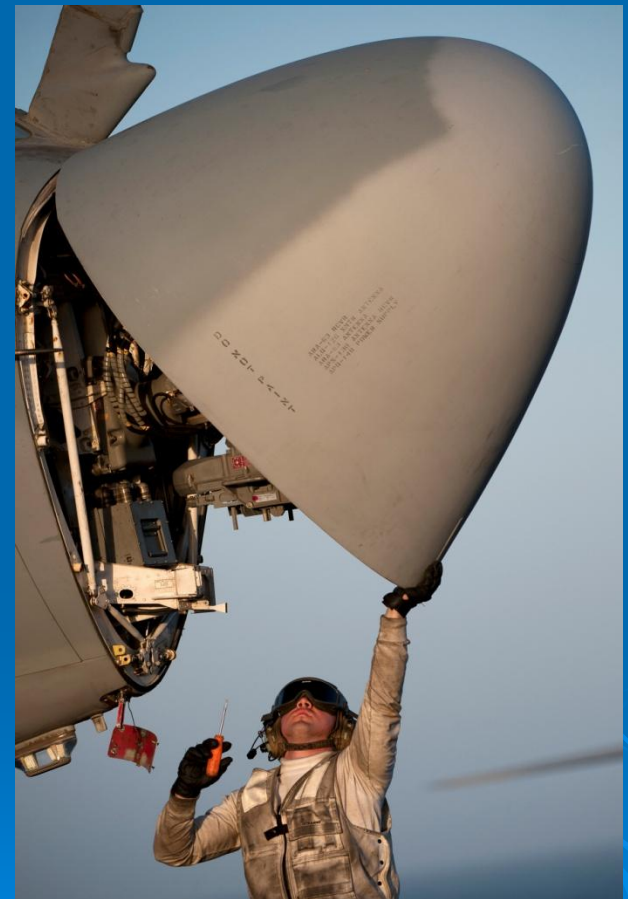
Transitions of Care

S-Situation

B-Background

A-Assessment

R-Recommendation



DoD photo by Petty Officer 2nd Class James R. Evans/Released

Challenges/Barriers

Independence vs. Dependence

Confusion, Resistance, Reluctance

Harm Reduction

Imperfect Systems

Awareness

Military Culture



Resources

www.nationalresourceguide.gov

www.va.caregiver.va.gov

www.ncptsd.va.gov

www.militaryonesource.com

Questions



Photos Reference

www.defense.gov/photos/



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