Identifying Effectiveness and Areas for Improvement in an Innovative Program Serving Medically Complex Individuals with Disabilities

Bittie Behl-Chadha  
*University of Massachusetts Medical School*

Kerri Ikenberry  
*University of Massachusetts Medical School*

University of Massachusetts Medical School

See next page for additional authors

Follow this and additional works at: [https://escholarship.umassmed.edu/commed_pubs](https://escholarship.umassmed.edu/commed_pubs)

Part of the [Health Services Administration Commons](https://escholarship.umassmed.edu/commed_pubs) and the [Health Services Research Commons](https://escholarship.umassmed.edu/commed_pubs)

Repository Citation

[https://escholarship.umassmed.edu/commed_pubs/131](https://escholarship.umassmed.edu/commed_pubs/131)

This material is brought to you by eScholarship@UMMS. It has been accepted for inclusion in Commonwealth Medicine Publications by an authorized administrator of eScholarship@UMMS. For more information, please contact Lisa.Palmer@umassmed.edu.
Identifying Effectiveness and Areas for Improvement in an Innovative Program Serving Medically Complex Individuals with Disabilities

Authors
Bittie Behl-Chadha, Kerri Ikenberry, Theresa McGauley-Keaney, and Carla Hillerns

Keywords
Community Case Management, MassHealth, disabilities, health care services, Massachusetts

This poster is available at eScholarship@UMMS: https://escholarship.umassmed.edu/commed_pubs/131
Identifying Effectiveness and Areas for Improvement in an Innovative Program Serving Medically Complex Individuals with Disabilities

Bittie Behl-Chadha, Kerri Ikenberry, Susan Brown, Theresa McGauley-Keaney, and Carla Hillerns

Background & Objectives
Community Case Management (CCM), a partnership between UMass Medical School and the state's Medicaid program, serves children and adults with highly complex, chronic and challenging medical conditions/disabilities.

- Offers a single point of entry for members to receive coordinated services across a wide spectrum of needs
- Serviced by a Nurse Clinical Manager (NCM) in consultation with a pharmacist, social worker, and physical, occupational, respiratory, and speech therapists
- Enables members to stay at home while reducing the burden of care on families

A satisfaction survey was conducted to monitor CCM's effectiveness and identify areas for improvement.

Methodology
The survey was conducted June – August 2014 and sampled all CCM members with at least 6 months' program experience (n=665).

- Surveys were addressed to the CCM member and/or parent/guardian
- Surveys were available for completion in print or online
- Reminder phone calls encouraged participation
- Overall response rate was 45.3%

The survey assessed members' perceptions of CCM across a variety of topic areas, including members' needs assessment, communication with and coordination of services by the nurse clinical manager, interaction with staff specialists, and overall perception of CCM.

Qualitative Feedback on the Assessment Process
Positive Comments: Members are appreciative of the Nurse Clinical Manager's professionalism and perceive the assessment process as thorough and clear.

Negative Comments: The assessment process also draws criticism, particularly around its failure to capture all relevant factors and concerns around the accuracy and difficulty of assigning time to tasks.

Overall Perception of CCM
The vast majority of members are satisfied with CCM overall and believe that the program impacts their lives positively – only a small minority believe that the program has not had an impact on their life overall or on their ability to stay at home.

Contact Information
Bittie Behl-Chadha, Ph.D.
Director, Office of Survey Research
University of Massachusetts Medical School
333 South Street, Shrewsbury, MA 01545
Phone: 508-856-5901
http://pharmacoustics.edimsurvey

Kerri Ikenberry
Director, Disability & Community Service
University of Massachusetts Medical School
333 South Street, Shrewsbury, MA 01545
Phone: 508-421-5901