



Effective Health Care

Effectiveness of Nurse Case Managers

Nomination Summary Document

Results of Topic Selection Process & Next Steps

- Effectiveness of nurse case managers will go forward for refinement as a systematic review. The scope of this topic, including populations, interventions, comparators, and outcomes, will be further developed in the refinement phase.
- When key questions have been drafted, they will be posted on the AHRQ Web site and open for public comment. To sign up for notification when this and other Effective Health Care (EHC) Program topics are posted for public comment, please go to <http://effectivehealthcare.ahrq.gov/index.cfm/join-the-email-list1/>.

Topic Description

Nominator: Individual

Nomination Summary: The nominator is interested in research done on the benefits of 'certified' nurse case managers working with physicians to promote appropriate utilization of services and to facilitate cost containment.

Population(s): All patients.

Intervention(s): Nurse case managers.

Comparator(s): Usual standard of care.

Outcomes(s): Health services utilization and cost.

Key Questions from Nominator: None

Considerations

- The topic meets all EHC Program selection criteria. (For more information, see <http://effectivehealthcare.ahrq.gov/index.cfm/submit-a-suggestion-for-research/how-are-research-topics-chosen/>.)
- The Case Management Society of America (CMSA) defines case management as a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's health needs through communication and available resources to promote quality cost-

effective outcomes. In some cases, nurse case management has been shown to reduce costs, hospital length of stay, and readmissions while improving patient satisfaction; however, the literature is conflicting and varies by intervention and population studied.

- The original topic nomination specified the effectiveness of 'certified' nurse case managers; however, a topic limited to only 'certified' nurse case managers is not feasible for a full systematic review due to the limited data available for a review at this time. Further refinement of this topic will take into consideration a specific disease, population, settings, and outcomes.