



# Effective Health Care

## Specialized Care Managers

### Nomination Summary Document

#### Results of Topic Selection Process & Next Steps

- Specialized care managers was found to be addressed by an in-process AHRQ Effective Health Care (EHC) Program review on the comparative effectiveness of care management for adults with medical illness and complex care needs. Given that the in-process review covers this nomination, no further activity will be undertaken on this topic.
  - To view a description and status of the research review, please go to:  
<http://www.effectivehealthcare.ahrq.gov/index.cfm/search-for-guides-reviews-and-reports/>.
- To sign up for notification when this and other EHC Program topics are posted, please go to:  
<http://effectivehealthcare.ahrq.gov/index.cfm/join-the-email-list1/>

#### Topic Description

**Nominator:** Individual

**Nomination Summary:** The nominator is interested in whether patients with chronic illness have better health outcomes, quality of life, and lower cost of care when they are managed by a specialized care manager.

##### Staff-Generated PICO

**Population(s):** Adult patients with chronic disease (e.g., cancer, COPD, CAD, arthritis, back pain) and those with multiple comorbidities

**Intervention(s):** Specialized care management

**Comparator(s):** Usual care with no specialized care management

**Outcome(s):** Health outcomes, adverse drug events, readmission rates, ED use, routine primary care visits, measures of self-management, quality of life, and cost

**Key Questions from Nominator:**

1. Do patients with chronic illness have better overall outcomes and lower cost of care when they are managed by a specialized care manager?
2. Do patients with cancer have a better overall outcome, improved quality of life, and lower cost when managed by an oncology care manager?
3. What is consumers' knowledge of care management?
4. How can we educate the consumer about the value of care managers?

## Considerations

- The topic meets EHC Program appropriateness and importance criteria. (For more information, see <http://effectivehealthcare.ahrq.gov/index.cfm/submit-a-suggestion-for-research/how-are-research-topics-chosen/>.)
- Topic was found to be addressed by an in-process EHC Program review on the comparative effectiveness of care management for adults with medical illness and complex care needs. Draft key questions from this report include:
  - 1) In adults with chronic medical illness and complex care needs, is case management (CM) effective in improving:
    - a. Patient-centered outcomes, including mortality, quality of life (QOL), disease-specific health outcomes, avoidance of nursing home placement, and patient satisfaction with care?
    - b. Quality of care, as indicated by disease-specific process measures, receipt of recommended health care services, adherence to therapy, missed appointments, patient self-management, and changes in health behavior?
    - c. Resource utilization, including overall financial cost, hospitalization rates, days in the hospital, emergency department use, and number of clinic visits (including primary care and other provider visits)?
  - 2) Does the effectiveness of CM differ according to patient characteristics, including but not limited to: particular medical conditions, number or type of comorbidities, patient age and socioeconomic status, social support, and/or level of formally assessed health risk?
  - 3) Does the effectiveness of CM differ according to intervention characteristics, including but not limited to: practice or health care system setting; case manager experience, training, or skills; CM intensity, duration, and integration with other care providers; and the specific functions performed by case managers?