

## Case Management Redesign: Stakeholder Vision

### Minnesota Brain Injury Alliance

The Minnesota Brain Injury Alliance (MNBIA) is the only state-wide nonprofit organization in Minnesota devoted solely to serving the needs of individuals affected by brain injury through our mission to raise awareness and enhance the quality of life for all people affected by brain injury. We envision a world where every brain injury is prevented and where every injury is met with impassioned advocacy, extraordinary services, knowledgeable professionals, and quality choices. We work toward a Minnesota where everyone recognizes brain injury, its causes and effects, and where all individuals living with brain injury are encouraged to realize their full potential and their value to our community.

The Associate Director of Services, Sara Schlegelmilch, LSW CBIS, Managers in Case Management, Mary Jensen and Veronica Medina Gillies participated in the following discussion regarding Case Management Redesign.

The Minnesota Brain Injury Alliance currently provides Contracted Case Management Services, Resource Facilitation, Public Awareness, and Public Policy to individuals that have sustained brain injury.

The legislature identified eight goals that the Case Management Redesign Project should address. Please discuss or rank these goals as to their importance to your organization.

1	Define the service of case management to include the identification of roles and activities of a case manager to avoid duplication of services
2	Develop information for case management recipients to make an informed choice of case management service provider
3	Establish rates for the service of case management that are transparent and consistent for all medical assistance-paid case management
4	Develop reporting measures to determine outcomes for case management services to increase continuous quality improvement
5	Increase opportunities for choice of case management service provider
6	Provide guidance on caseload size to reduce variation across the state
7	Develop a statewide system to standardize case management provider standards, which may include establishing a licensure or certification process
8	Provide waiver case management recipients with an itemized list of case management services provided on a monthly basis

### Principles or values that should drive the case management redesign planning process

We discussed the opportunity of informed choice of case management as well as the quality of services provided to individuals as the main values in driving the redesign planning process.

List the changes that your members want to see in case management, or the aspects of case management that they want to maintain

We would like to see consistency in case management services throughout the state from county to county in order to provide quality and uniformity to the services being provided.

List one or two main messages that your group wants to communicate to everyone involved in case management planning

We discussed role clarification of case management being important in understanding the definition of case management and reducing duplication of services or deferring services when it may be case management role.