

Case Management Redesign: Stakeholder Vision

Courage Kenny Rehabilitation Institute

Courage Kenny Rehabilitation Institute helps people with disabilities, injuries or complex medical conditions achieve health and wellness, and maximize their quality of life.

The Institute offers a nationally unique combination of rehabilitation, support and lifestyle services that address the needs of the whole person.

More than 95,000 lives are touched per year with more than 490,000 annual client visits. This is accomplished through the work of approximately 1,500 employees and 2,000 volunteers. Together, we make lives work.

Roles played by members of your organization in case management (provider, payer, recipient, etc.)

Courage Kenny is a provider of rehabilitation and other services, including waiver services. We also serve over 95,000 individuals with disabilities across their lifespan with an expanded range of services to keep people healthy and independent in more than 50 communities in Minnesota and Western Wisconsin. Many of the individuals we serve receive case management services through Minnesota Healthcare Programs.

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

List the principles or values that should drive the case management redesign planning process

Fair and equitable

Quality of service including timeliness of promised tasks

Highest functioning at most independent level, reducing the needs for most costly levels of care

Accountability for making sure the person has the services and supports they need.

Integration into the community

Person centered – helping the person pursue a life that is meaningful and fulfilling.

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

Consistent quality and accountability.

More timely response to meet the needs of the person served

Reduce the bureaucratic red tape to access case management services.

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

Increased training/competency expectations for case management providers –

- Increased ease of access, especially for individuals with new injuries and/or disabilities
- Goal writing, identifying/recommending tactics and strategies, identifying expected outcomes timelines and timelines for services
- Rate setting methodology
- Case manager roles and responsibilities for individuals receiving licensed services
- Understanding of the scope of services provided
- Consistent quality – accountability and responsiveness, accurate assessments, plans that are person-centered, etc.