



Reviewing the Interface of Case Management and Family Caregivers of Seniors with Complex Needs

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Context

- Family caregivers, the backbone of health care to older adults, require support to ensure continuity of care.
- Although, case management is considered a key intervention for seniors' care, it is unclear whether it could be used to support family caregivers.
- This study will seek to answer the question: Is case management effective in supporting caregivers of seniors with complex needs.

Purpose

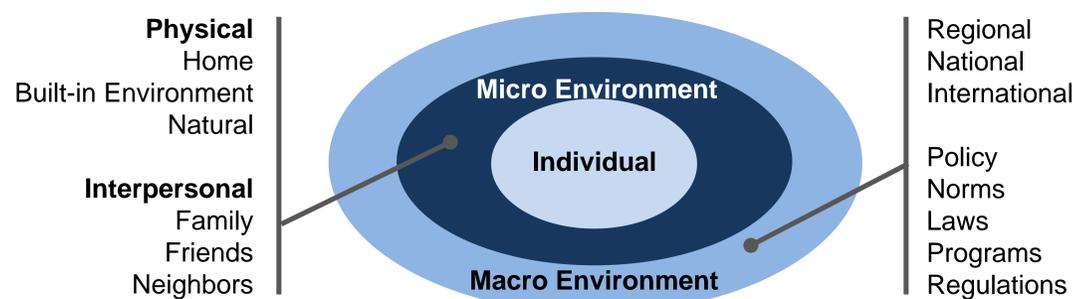
To review the literature on the effectiveness of case management in supporting family caregivers of seniors with complex needs.

Methods

This was a narrative review of studies from seven databases: Medline, CINAHL, Biomedical Reference Collection, Health Source: Nursing/Academic, Nursing and Allied Health, Psychology and Behavioural Sciences Collection, iMediSearch.

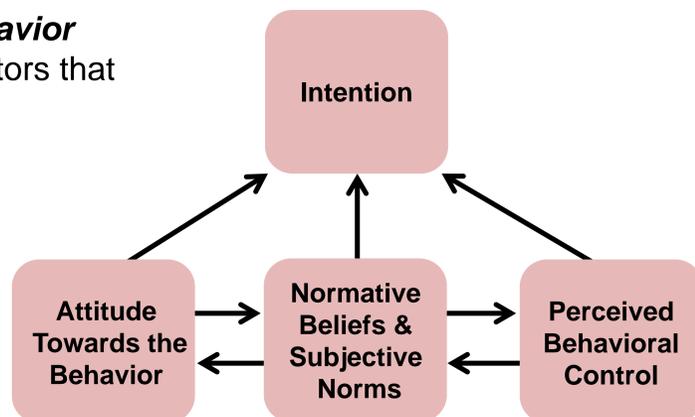
Framework: The Theory of Human Ecology

People do not live in isolation but in interactions with their physical and social environments.



Framework: Theory of Planned Behavior

Intentions capture the motivational factors that influence behavior.



Results

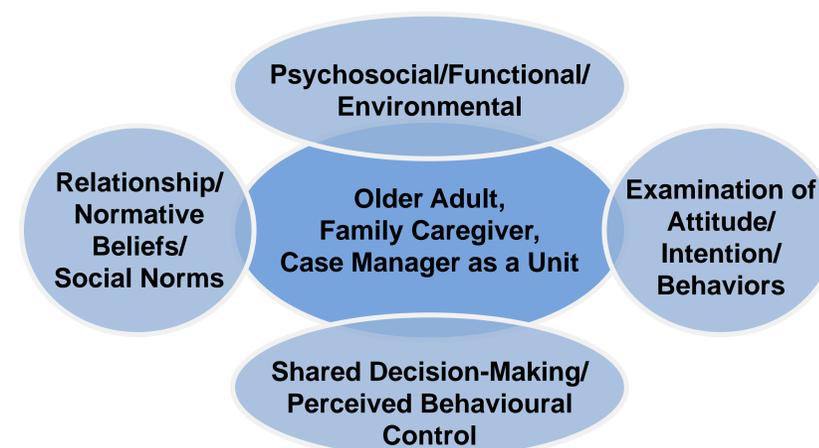
Five major themes emerged:

1. Case management for community-dwelling older adults with complex needs, including dementia, is gaining momentum.
2. Case management is applied in a variety of ways, showing variable results.
3. Case managers lack role clarity and expectations and suffer from role ambiguity and conflict.
4. Family caregivers are not the primary focus of case management.
5. There is a trend and an expectation towards expanding the role of case management to be more holistic and inclusive of the caregiver.

Discussion

- Homecare for older people will benefit from being more clearly defined in terms of organization, content, and outcomes for case management intervention.
- A clarification of the standards of practice and scope of case management would be most useful.
- There is a need to engage family caregivers in the design, planning, and implementation of interventions such as case management.

Proposed Framework for Collaborative Practice Among Older Adult-Caregiver-Case-Manager Triad



Conclusion

The application of case management for older adults with complex needs appears to be gaining momentum, with varying results. There is limited research on the case management - family caregiver interface and thus a lack of understanding of its utility. There is potential, however, for better ways to foster case manager- caregiver interaction so that caregivers can maintain a supportive presence and improve their own outcomes.