

Care provision in primary palliative care case management; association with organisational and with patient characteristics.

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Team effort

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Research question

What characteristics of patients and the organisational setting are related to

the number of conversations per topic

the palliative care case manager has with patients and/or informal carers?

Patient centred care



*"When we want your opinion,
we'll give it to you."*

- Two aspects:
 - Content of care: Needs and wishes of the patient and carers
 - Organisation of care: Putting the needs of patients and carers before the rules and habits of an organisation

(patient oriented, demand driven)

Methods

What characteristics of patients and the organisational setting are related to the number of conversations the palliative care case manager has per topic with patients and/or informal carers?

13 initiatives

2 questionnaires

11 conversation topics

662 cancer patients

Backward linear regression

Conversation topics

- Physical complaints
- Main diagnosis
- Medical treatment(s)
- Burden of treatment(s)
- Life expectancy
- Incurability of disease
- Psychological aspects
- Social aspects
- Spiritual aspects
- Possibilities of palliative care
- Possible medical complications

Setting



GP



Community
nurse

Case
manager

Case management:

- Systematic
- Complexity transcends regular care
- Supplemental



Who is referred to a case manager?

- Cancer patients (97%)
- Life expectancy six months or longer (47% when estimation given)
- Psychosocial support (77%), specialised knowledge (35%), information / coordination (33%)

Basic characteristics N = 687 patients
Reason for referral N = 407 patients

General description of contacts

- 4 contacts (range 1 – 36)
- Visits 60 minutes, telephone calls 15 minutes
- Physical complaints and psychological aspects
- Flexible

N = 662 cancer patients with at least one contact

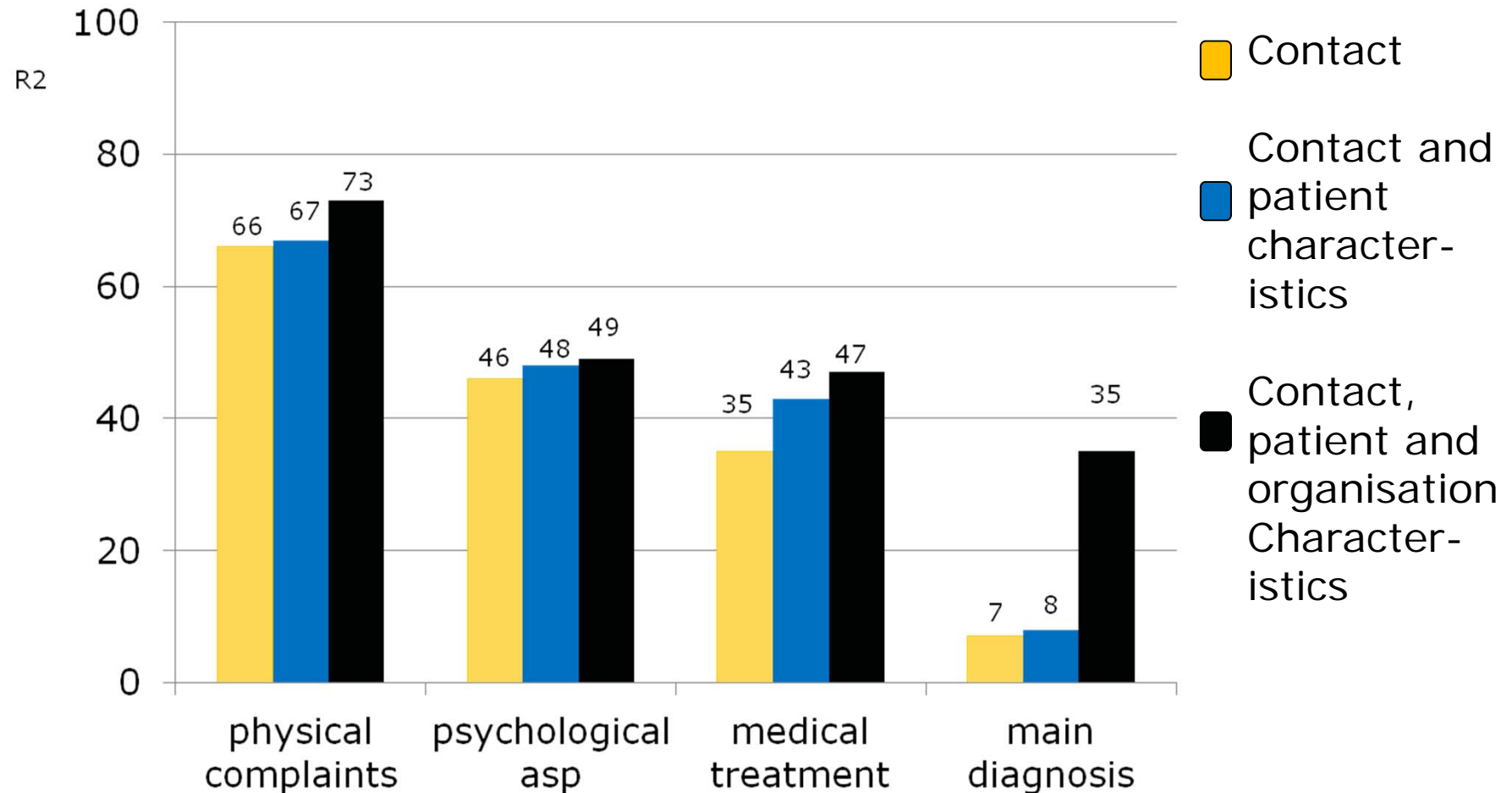
Relationship with characteristics of patients

- Age
- Sex
- Living situation (alone or not)
- At least one other diagnosis besides cancer
- Functional status
- Start of involvement case manager (early or later in disease trajectory)

Relationship with characteristics of the organisation

- **Organisational affiliation of the case manager**
 - Home care organisation
 - Hospice
 - Cooperation of institutions (reference)
- **Target group of the initiative**
 - From curative care onwards (reference)
 - From life prolonging care onwards
 - Only palliative care patients

R-square of models



R^2 = proportion of variability in a data set that is accounted for by the statistical model

N = 662 cancer patients with at least one contact

Conclusion and discussion

- Flexible
- 60 minutes
- Organisational characteristics
- All in same setting

Questions or remarks?



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- Further reading on the aims of case management:
What is case management in palliative care? An expert panel study. Van der Plas et.al. BMC Health Services Research 2012
- Further reading on identification of case management initiatives:
Palliative care case management in primary care settings: A nationwide survey. Van der Plas et.al. International Journal of Nursing Studies 2013
- Further reading on patients referred to case managers:
Van der Plas, A.G.M., Onwuteaka-Philipsen, B.D., Francke, A.L., Jansen, W.J.J., Vissers, K.C., & Deliens, L. Palliative care case managers in primary care: a descriptive study of referrals in relation to treatment aims. Journal of Palliative Medicine (in press).