

EVALUATING THE IMPLEMENTATION OF ACTIVE CASE MANAGEMENT IN GREATER MANCHESTER

PSSRU

Outline of a research project funded by the Department of Health

April 2007

BACKGROUND The Personal Social Services Research Unit has been funded by the Department of Health to investigate whether service utilisation outcomes are associated with different approaches to active case management (ACM) for people with long term conditions. The proposed process and outcome evaluation will be undertaken in conjunction with the Association of Primary Care Trusts in Greater Manchester and will begin in April 2007. The study is designed to support service development by providing service commissioners, providers and practitioners with systematic comparative process and outcome information.

PURPOSE OF THE STUDY The study has four aims: The first is to map current provision of ACM services in primary care for people with long term conditions. The second is to classify programmes on observable features of case management implementation with particular focus upon the integration of care between primary and secondary care and between health and social care. The third is to examine whether different service outcomes are associated with different approaches, specific programme operations or processes of service delivery. The fourth is to explore the overall effect of ACM on service utilisation.

DESIGN The study is in three stages.

- First, a postal questionnaire survey to managers with responsibility for coordinating nursing care for people with long term conditions in each PCT in Greater Manchester to establish how ACM services have been implemented.
- Second, interviews with managers with responsibility for coordinating nursing care for people with long term conditions to further identify key attributes of case management arrangements.

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The **Personal Social Services Research Unit** undertakes social and health care research, focusing particularly on policy research and analysis of equity and efficiency in community care and long term care and related areas, including services for elderly people, people with mental health problems and children in care. The Unit's work is funded mainly by the Department of Health.

The PSSRU Bulletin and publication lists are available free of charge from the PSSRU librarian in Canterbury (01227 827773) and on the Internet the Unit Web site can be found at <http://www.PSSRU.ac.uk>. The PSSRU was established at the University of Kent at Canterbury in 1974 and from 1996 has operated from three sites:

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- Third, resource utilisation outcome data for patients with long term conditions in receipt of case management will be explored longitudinally. Statistical analyses will explore variations in service outcomes between different models of case management and over time (pre- and post- ACM implementation).

DISSEMINATION The findings from this study will be disseminated both nationally and locally. Strategies for this will include a seminar for local agencies, a written report, a summary of principal findings on the web site and a journal article. The findings will also be sent to the Department of Health.

FURTHER INFORMATION The staff conducting the study are: David Challis, Jessica Abell, Siobhan Reilly, Jane Hughes and Kathryn Berzins at PSSRU, University of Manchester. For further information please contact Jessica Abell (0161 275 5677) or email pssru@manchester.ac.uk.
