

Gordian Health Management Group

Catastrophic Case Management

Services

Case Study



Catastrophic Case Management is a customized program designed to care for patients with complex diagnoses, often with multiple co-morbidities. No two patients are alike, so a customized case management plan is developed to assist the patient and family achieve goals for optimal care. The plan also addresses the physician's need for efficient delivery of services and the payor's need for cost-effective solutions to care requests. As a result, patients are more likely to make less costly medical decisions, are more satisfied with their care, and report an improved quality of life.

Examples of patient mix by diagnoses include those with:

- Cancer
- HIV
- Transplant
- Trauma
- Stroke
- Congestive Heart Failure
- Diabetes

Cost for services may be determined by the case or by total population.

The Challenge:

A 37 year old male with cancer has been referred to a cancer treatment center 300 miles from his home. Over the past two years, he has had multiple surgeries, undergone several courses of chemotherapy and is currently awaiting a bone marrow transplant at an area transplant hospital. The drain on the family's resources has been tremendous, both financially and emotionally.

The Solution:

The Gordian Case Manager has been following this patient for the past two years, coordinating complex services, ensuring efficient use of resources, and assisting the family as they make difficult decisions regarding future treatment options. One of the primary goals for the family has been to limit personal liability for the financial burden incurred as a result of care. The case manager works closely with the family, physician and health plan to maximize the patient's benefits and minimize exposure for all parties to financial loss.

The Benefits:

The patient, family, physician and health plan reported high satisfaction with cost-effectiveness, communication, and personal attention received as a result of the case management process.

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