



WG2 Case study profile

To be submitted by 15 January 2013

WG2 Thematic group	WG2.1a. Care for Older people
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Institution	Polibienestar Research Institute
Title of case study (and priority ranking)	Case-management: social and health care for older people
Country/region/place investigated	Valencia (Spain)
Social service sector(s) investigated	Older people and their caregivers
Social service sector(s) investigated <ul style="list-style-type: none"> Older people 	
Category of case study ('what' is investigated) <i>(Erase non relevant ones)</i> <ul style="list-style-type: none"> Project/initiative/experience (micro-level) 	<p>The case study investigated is a pilot study in two primary care centres from the town of Burjassot (in Valencia, Spain), funded by contacts with the Valencian Ministry of Health. Its aim was to test if case-management of older patients with chronic diseases through multidisciplinary teams - a physician, a nurse and a social worker - improves the effectiveness and efficiency of long-term care system. This is in accordance with the Social Sustainability Theory (Garcés, 2000) that proposes a reorganization of social services and health system to answer the necessities of people requiring special care and assistance to increase their welfare and quality of life.</p>
Time frame considered <i>(from when to when)</i>	A specific case management programme was tested in 2004 (January to December). The intervention and follow-up of every case lasted between 6 and 9 months.
Five 'perspectives' <i>(Erase non relevant ones)</i> <ul style="list-style-type: none"> Cost efficiency/quality/user satisfaction Governance Labour conditions of social workers 	<p>The main benefit for the users (older people and carers) of case management is that ensured the most adequate monitoring of the health and social care process in daily life, in order to improve their quality of life through greater care continuity. The results of this pilot study meant that the programme reduced the number of hospital admissions, promoted a better monitoring of drugs consumption, and a more rationalized use of home and community care resources.</p> <p>This case is an example of practice that impacts on governance, as it tried to create interconnectivity structures between the social and health care systems to improve and implement coordination and links; in this case through case management methodology. So, this pilot study established the basis to implement case-managers in the healthcare system. In this context, finally, the social system kept away from this initiative voluntarily.</p> <p>This pilot study appraised the work of social workers in the healthcare system context, and also it connected social workers from hospitals and from municipal social services.</p>
Three processes in restructuring + crisis <ul style="list-style-type: none"> Cuts/rationalization/management reforms (NPM, others) Vertical subsidiarity (administrative rearrangements between government levels) Horizontal subsidiarity (involvement of/outourcing to other suppliers) 	<p>The pilot application of case management exposed implied the involvement of different outsources and resources in the provision of care to older people with LTC needs and their informal caregivers. It supposed the development of a social and health agency through a reorganization of social and health structure with the capacity to make decisions over the use of social and health resources, and to create interdisciplinary teams in the different areas/departments of the Valencian Region</p>
	Although the proposal of Polibienestar was to offer a portfolio of

	services since a social and health perspective, the Valencian Healthcare System decided, finally, to apply the case management methodology just since healthcare system through 'management nurses' and 'continuity nurses'.
Specific questions/focus	A central point in this case study is this pilot study entails an example that proposes and analyses a joint reorganization of social and health care services providing an answer to the necessities of people requiring long-term care to increase their welfare and quality of life.
Local Stakeholder Network (LSN)	NO