

Tele-assistance and role of the Case Manager: ensuring the care of patients with movement disorders

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Introduction: The Covid-19 pandemic has highlighted some critical issues regarding the care and management of patients with neurological diseases, especially in patients with movement disorders such as Parkinson's Disease [1]. New strategies for the care and treatment of patients, such as telemedicine, have become necessary due to the difficulty of accessing hospitals [2]. For this reason, Fondazione IRCCS Istituto Neurologico Carlo Besta in Milan introduced the figure of the Case Manager (CM) who, through tele-assistance, responds to the clinical care problems of patients, and supports the figure of the caregiver.

Objective: To describe the role of the CM in responding to the compromised needs of the patient through tele-assistance, to provide personalized assessment and nursing care, contextualized to the care setting.

Methods: A descriptive analysis of the CM's work was conducted: the CM assists patients remotely and, through a semi-structured interview, following a specific flow-chart [3], identifies and manages the compromised need, administers validated measurement scales and guides the patient towards a resolution of the problem by activating, if necessary, other professional figures.

Results: From November 2020 to January 2023, 652 patients were taken under the care. There were 1855 'on demand' or 'proactive' events, 52% of which were managed independently by the CM. 19% were resolved by the CM after briefing with the neurologist and only 11.5% required direct action by the physician. The remaining 17.4% were managed by the multidisciplinary team at the hospital and territorial level, through collaboration with Rehabilitation Clinics or other specialists.

Conclusions: CM pays special attention to the caregivers' burden and ensures that the patient's compromised needs are taken under the care and monitored. This figure can contribute to the reduction of healthcare costs through the elimination of unnecessary services.

References:

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