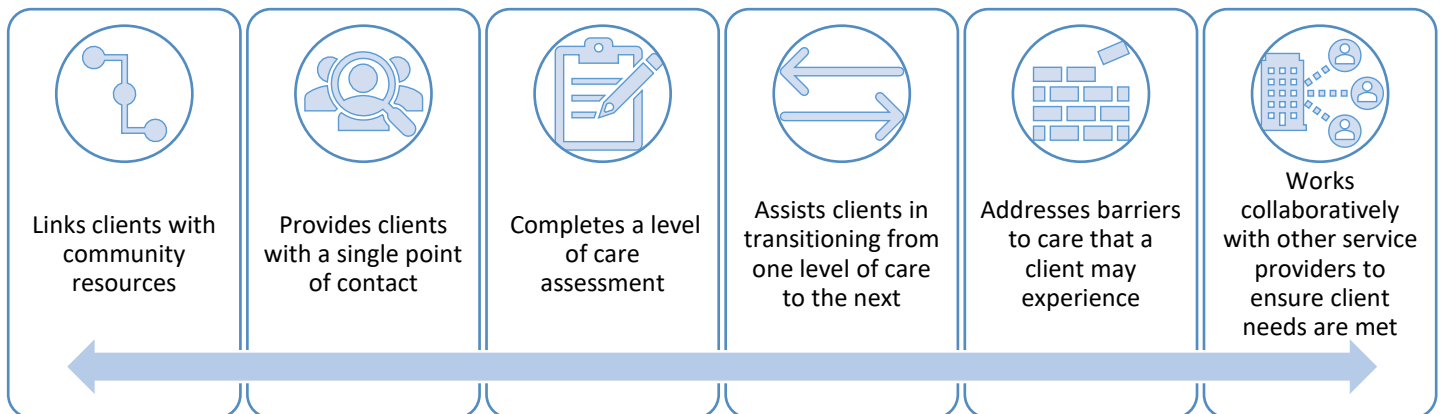


# DRUG AND ALCOHOL CASE MANAGEMENT

Case management can help promote quality care and improve health outcomes. Case management is a **patient-centered process** that supports the individual to reach optimal health and wellness. It involves assessing the patient's needs, **collaboratively** developing a care plan, **coordinating care** and services, **advocating** for the patient, providing resources, and **following up** with the patient throughout care.<sup>1</sup>

## WHAT CASE MANAGERS DO



## WHY CASE MANAGEMENT IS HELPFUL

Substance use services are often fragmented and lack coordination. Clinical studies show that **return to use rates** following residential treatment **can range from 37% to 56%**, and only about **50% of individuals contact outpatient services after discharge**.<sup>2</sup> Case managers support the transition from inpatient to outpatient care and help **increase contact and engagement** with outpatient services to **reduce the likelihood of a return to use**. **Case managers help connect patients to community services** that can facilitate the transition from inpatient to outpatient care and support the patient's engagement in care.<sup>2,3</sup>



Case managers should also understand the **barriers to treatment that underserved populations** in their community face, including **historical context and environmental factors**, to impact health outcomes significantly.<sup>4</sup>

<sup>1</sup> Case Management Society of America. What is a case manager? <https://cmsa.org/who-we-are/what-is-a-case-manager/>. Published 2021. Accessed May 12, 2022.

<sup>2</sup> Manuel, J. I., Yuan, Y., Herman, D. B., Svikis, D. S., Nichols, O., Palmer, E., & Deren, S. (2017). Barriers and facilitators to successful transition from long-term residential substance abuse treatment. *Journal of substance abuse treatment*, 74, 16-22.

<sup>3</sup> Timko, C., Schultz, N. R., Britt, J., & Cucciare, M. A. (2016). Transitioning from detoxification to substance use disorder treatment: facilitators and barriers. *Journal of substance abuse treatment*, 70, 64-72.

<sup>4</sup> Substance Abuse and Mental Health Services Administration: The Opioid Crisis and the Black/African American Population: An Urgent Issue. Publication No. PEP20-05-02-001. Office of Behavioral Health Equity. Substance Abuse and Mental Health Services Administration, 2020

# SOCIAL DETERMINANTS OF HEALTH AND CASE MANAGEMENT

Social determinants of health (SDOH) are the **environmental conditions** where people are **born, live, learn, work, play, worship, and age** that affect a wide range of **health risks, functioning, quality of life, and health outcomes**.<sup>5</sup> SDOH impacts **substance use, initiation/retention in care, and treatment outcomes**. Case managers can help mitigate the impact on patients by **coordinating care** and helping patients **access services and/or resources**, as illustrated in the following graphic.<sup>6</sup>



Data from case management services can also inform policy decisions at the local, state, and national levels.<sup>6</sup> The Case Management Society of America has identified **key legislative priorities** including: **Telehealth, Mental Health Services, and Workforce Development**.<sup>8</sup> These decisions can impact the availability of substance use and SDOH services in the community. **Given the overall impact that case management can provide it is imperative to connect patients with these services.**

<sup>5</sup> Healthy People 2030, U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. Retrieved [date graphic was accessed], from <https://health.gov/healthypeople/objectives-and-data/social-determinants-health>.

<sup>6</sup> Center for Substance Abuse Treatment. *Comprehensive Case Management for Substance Abuse Treatment*. Treatment Improvement Protocol (TIP) Series, No. 27. HHS Publication No. (SMA) 15-4215. Rockville, MD: Center for Substance Abuse Treatment, 2000.

<sup>7</sup> Fink-Samnick E. The Social Determinants of Mental Health. *Professional Case Management*. 2021; 26 (5): 224-241. doi: 10.1097/NCM.0000000000000518.

<sup>8</sup> Legislative News. Case Management Society of America. <https://cmsa.org/public-policy/legislative-news/>. Published 2021. Accessed September 14, 2022.