

I-CaM Project - Implementing a Case-Management Intervention for Emergency Department Frequent Users: a multicenter study in Switzerland (PNR 74)

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BACKGROUND

What do we know about Emergency Department (ED) Frequent Users:

Frequency:

a) in the international setting ?

- 2-12 visits to the ED / year
- > 5 visits / year¹
- 4%-8% patients → 21-28% consultations²
- vulnerable populations²

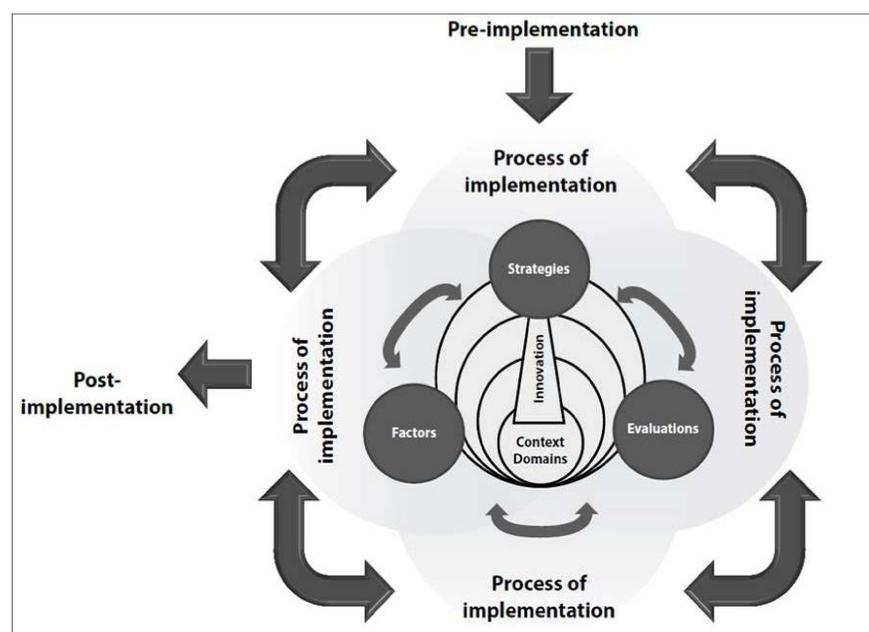
b) in the local setting ?

- 4% patients, 12% visits⁴
- social and medical vulnerability⁵
- stereotypes⁶
- mental health and dependencies⁷
- mortality⁸
- case-management⁹⁻¹²

RESEARCH OBJECTIVES

- to **develop and disseminate** a practical Case Management (CM) Intervention for ED Frequent Users to several hospitals in the French-speaking region of Switzerland
- to **study the process of implementation** of the CM Intervention
- to **study the impact** of a CM Intervention on health services outcomes (ED use, health care reorientation, quality of life and costs)

METHODS



Generic Implementation Framework (GIF)

From Joanna C Moullin et al. Health Research and policy systems, 2015

Intervention	Group 1: low intensity	Group 2: moderate intensity	Group 3: high intensity	Phase of delivery
CM Toolkit	X	X	X	Preparation
CCC and MI Training	X	X	X	Preparation
Team member selection support		X	X	Preparation
Non-intensive coaching		X		Operation
Intensive coaching			X	Operation

Analytical plan	Implementation outcomes	Health service outcomes	Research tools	Methodology
1. Development	• none	• none	NA	NA
2. Exploration	• level of awareness • level of adoption	NA	• stages of implementation • completion scale	• descriptive statistics
3. Preparation phase	• facilitators & barriers	NA	• survey	• qualitative – questionnaire
4. Operation (implementation)	• facilitators & barriers • fidelity of implementation • reach of implementation	• ED utilization • health care reorientation • quality of life • cost	• survey • fidelity of CM checklist • data collection forms	
5. Sustainability (continuation)	• reach of implementation	• Similar as above	• data collection forms • NoMAD	• qualitative - focus groups

NA: not applicable

EXPECTED RESULTS

- ✓ to develop and disseminate a practical CM Intervention for ED Frequent Users to several hospitals in the French-speaking region of Switzerland
- ✓ to study the process of implementation of the CM Intervention
- ✓ to study the impact of a CM Intervention on health services outcomes (ED use, health care reorientation, quality of life and costs)

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