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:

a) in the international setting?
• 2-12 visits to the ED / year
• > 5 visits / year
• 4%-8% patients
• 21-28% consultations
• vulnerable populations

b) in the local setting?
• 4% patients, 12% visits
• social and medical vulnerability
• stereotypes
• mental health and dependencies
• mortality
• case-management

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

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Group 1: low intensity</th>
<th>Group 2: moderate intensity</th>
<th>Group 3: high intensity</th>
<th>Phase of delivery</th>
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</thead>
<tbody>
<tr>
<td>CM Toolkit</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>Preparation</td>
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<td>CCC and MI Training</td>
<td>X</td>
<td>X</td>
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<td>Team member selection support</td>
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<td>Non-intensive coaching</td>
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<td>Operation</td>
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<td>Intensive coaching</td>
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<td>X</td>
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<td>Operation</td>
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</tbody>
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Analytical plan outcomes | Health service outcomes | Research tools | Methodology
1. Development | none | none | NA | NA
2. Exploration | level of awareness | NA | stages of implementation | descriptive statistics
| level of adoption | NA | completion scale |
3. Preparation phase | facilitators & barriers | NA | survey | qualitative – questionnaire
4. Operation (implementation) | facilitators & barriers | ED utilization | survey | fidelity of CM checklist
| fidelity of implementation | ED care | data collection forms
| reach of implementation | reorientation | quality of life | cost
5. Sustainability (continuation) | reach of implementation | Similar as above | data collection forms | qualitative - focus groups

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)

REFERENCES
11. Iglesias K et al. Submitted
12. Moschetti K et al. Submitted

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