

# Health practitioners rely on case management programs to address patients' social care needs

November 9 2021

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Health professionals recognize that social factors such as food, housing and economic insecurity, affect health outcomes. Researchers conducted

a qualitative study to gain practical insights into strategies used by clinicians, leaders and policymakers to address patients' social needs in the United States.

They selected sites to ensure diversity in ownership, structure, geography and urbanicity, ranging from small primary care practices to multi-state health systems. Interviews focused on how organizations develop and implement case management-style programs to assist patients with social needs including staffing, assistance intensity and use of referrals to community-based organizations.

The authors identified four barriers to addressing [patients' social needs](#) including: 1) effectively engaging CBOs; 2) obtaining buy-in from clinical staff; 3) considering patients' perspectives; and 4) ensuring program sustainability.

Researchers conclude that many health care organizations will likely develop or rely on case management approaches to address patients' social challenges and may require support to address the key operational challenges.

The research was published in *The Annals of Family Medicine*.

**More information:** Taressa K. Frazee et al, Resource Brokering: Efforts to Assist Patients With Housing, Transportation, and Economic Needs in Primary Care Settings, *The Annals of Family Medicine* (2021). [DOI: 10.1370/afm.2739](https://doi.org/10.1370/afm.2739)

Provided by American Academy of Family Physicians

Citation: Health practitioners rely on case management programs to address patients' social care

needs (2021, November 9) retrieved 23 April 2024 from  
<https://medicalxpress.com/news/2021-11-health-practitioners-case-patients-social.html>

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