

# Guided Care – comprehensive care for people with complex health-related needs and high healthcare costs

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#### **Technology ID**

C17303

#### Category

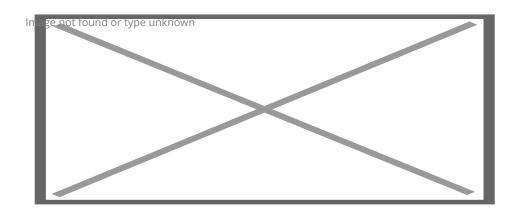
Medical Instruments and Questionnaires

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Johns Hopkins Nursing offers the "Guided Care Nursing

A Team Approach to the Care of Chronically III Older

Patients" course. The Guided Care course is the only approved training to become a Guided Care Nurse.

Nurses who complete the course will receive a certificate of completion in Guided Care Nursing from

Johns Hopkins. The license for Guided Care requires that the nurses implementing the materials be certified in Guided Care.

## Guided Care – comprehensive care for people with complex health-related needs and high healthcare costs

Unmet need

People who have chronic health-related problems that require complex health care are often served sub-optimally by fee-for-service healthcare systems. Their care may be fragmented, uncoordinated, non-aligned with their values and priorities, and unresponsive to the needs of their family caregivers. It is always very expensive. Fortunately, new value-based payment models now offer financial incentives for healthcare systems to provide this population with care that is comprehensive, coordinated, proactive and aligned with patients' and families' values.

### Technology overview

In alignment with these emerging incentives, "Guided Care" now offers a novel solution for providing high-value healthcare for people with complex needs – and for their families.

· In Guided Care, a specially certified registered nurse, who is based in a primary care practice, partners with the patient's other providers in delivering eight services to 75-100 chronically ill patients. Following a comprehensive inhome assessment and planning process, the Guided Care Nurse monitors each patient monthly, guides the patient's

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self-management, smooths the patient's transitions between sites of care, coordinates the efforts of all of the patient's providers, facilitates the patient's access to community services and supports the patient's family caregivers.

- · A Guided Care license provides licensees with:
- o Permission to use the Guided Care model and name
- o The "Health History Questionnaire" that guides the inhome assessment
- o A template for the "Preliminary Care Guide" (the Guided Care Nurse's initial draft plan of care that results from the in-home assessment)
- o A template for the "Care Guide" (the final plan of care that integrates input from the Guided Care Nurse, the physician, the patient and the caregiver)
- o A template for the "Action Plan" (the patient-friendly version of the "Care Guide" that reminds the patient of personalized self-management tasks that will optimize health and function).
- · Implementation of Guided Care in primary care practices is facilitated by:
- o A detailed implementation manual
- o An online 40-hour course provided by the Institute for Johns Hopkins Nursing to prepare RNs to become Guided Care Nurses
- o A patient information booklet.

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· A cluster-randomized controlled trial (n=904) showed that Guided Care provides high-value care by improving the quality of care and reducing complex (expensive) patients' overall healthcare costs. It also improves physicians' satisfaction and reduces the strain felt by family caregivers.

#### Future use

Guided Care is a valuable solution for healthcare systems that wish to succeed as they make the transition from feefor-service to value-based models of payment for healthcare.

#### **Publications**

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