

Case management

Najla Fadhl Abdulla Hassan

Wollongong University, Dubai



Abstract

Mafraq Hospital as a recognized tertiary hospital has been providing high-quality, committed and compassionate care to people of all ages and nationalities. Case Management was developed as a model to enhance quality of patient care, increase patient satisfaction and decrease the cost of delivery of care. Case Management is “a healthcare delivery process whose goals are to afford quality healthcare, decrease fragmentation, enhance the client’s quality of life, and contain costs. (ANA, 1994. as cited in Tahan & Powell, 2010)

The aim of this paper is to share the experience of developing a case management program in Mafraq hospital, and how it had impacted on patient safety and care. This was achieved by collaborating and coordinating the care and services provided to the patients from the time of admission to the time of discharge, in addition to the financial impact of a case management program. The case management program was introduced in Mafraq hospital on March 2011, and since then the team was working hard to facilitate the care provided to the patients and to coordinate the services within a multidisciplinary approach. This quality initiative showed excellent results in reducing the length of stay (LOS) to a level that accurately reflects patient acuity. The activities of the team focused on referring and safely discharging patients to several home care services available in the community, i.e. providing all the resources to make sure that the patient is safe when being discharged from the hospital to his own home or to any other facility. Further attention was paid to correct documentation by healthcare providers, which reflects patients’ acuity level and care provided; this assists in accurate coding and improves the reimbursement

Biography:

Najla Fadhl Hassan completed Diploma Nursing in 1994 and completed Bachelor in nursing in 2012 from Fatima College of Health Science. Has 22 years in nursing including 8 years in case management. Achieved Master in Quality Management (MQM) from Wollongong University in Dubai in 2016, and

[31st World Nurse Practitioners & Healthcare Congress, Webinar- April 29-30, 2020](#)

Abstract Citation:

Case Management, Nursing & Healthcare Congress 2020, 31st World Nurse Practitioners & Healthcare Congress, Webinar, April 29-30, 2020
<https://nursepractitioner.nursingconference.com/middleeast/>

