



Guided Care® by Johns Hopkins Medicine

Nurse-based chronic care management

Guided Care® is a solution to the growing challenge of caring for older adults with chronic conditions and complex health needs.

Unlike most care/case management interventions, Guided Care focuses on the role of a Guided Care Nurse—based in a primary care office, who works with 2 to 5 physicians and other members of the care team to provide coordinated, patient-centered, cost-effective health care to 50 to 60 of their chronically ill patients.

The Guided Care Nurse who works with the patient long-term—usually for life:

- ▲ Conducts in-home assessments
- ▲ Facilitates care planning
- ▲ Promotes patient self-management
- ▲ Monitors conditions monthly
- ▲ Uses motivational interviewing to help patients manage their conditions
- ▲ Provides continuing education resources
- ▲ Coordinates the efforts of all health care professionals
- ▲ Smooths transitions between sites of care
- ▲ Educates and supports family member caregivers
- ▲ Facilitates access to community resources and more

The established Guided Care model is shaped by the lessons of 30 years of research in chronic care.

Guided Care addresses the problem of a lack of an efficient, cost-effective way to respond to the needs of patients with either chronic illnesses or co-morbidities. Research shows that Guided Care reduces the use of expensive health services for chronically ill older adults.

The Guided Care chronic care management solution components include:

- ▲ A three-year Johns Hopkins license to use the Guided Care® model and the “Guided Care” service mark
- ▲ The application of the specific Guided Care protocols in your hospital or practice
- ▲ Use of the following essential forms to guide implementation:
 - Guided Care Health History Questionnaire
 - Guided Care Preliminary Care Guide
 - Guided Care Care Guide
 - Guided Care Action Plan

{CHRONIC-CONDITIONS: 75% of U.S. health care dollars goes to treatment of chronic diseases. These conditions—leading causes of death and disability—result in deaths that could have been prevented, lifelong disability, and compromised quality of life.}

Outcomes of implementing the Guided Care model (based on a 32-month research trial) include:

- ▲ Improves the quality of patient care
- ▲ Improves physicians’ satisfaction with chronic care
- ▲ Produces high job satisfaction among guided care nurses
- ▲ Reduces the use of expensive services, especially in well-managed systems

WHY CHOOSE JOHNS HOPKINS GUIDED CARE?

Guided Care has won numerous awards including:

- ▲ 2010 Case In Point Platinum Award for Case Management Provider Program at Kaiser Permanente Mid-Atlantic States
- ▲ Dorland Health’s 2011 Silver Crown Award for Case Care Management Program at Johns Hopkins HealthCare
- ▲ 2011 Case Management Research Award at Case Management Society of America