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
- Smoothes 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

**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**