

Guided Care[®] by Johns Hopkins Medicine

Value-based chronic care

{CHRONIC-CONDITIONS: 75% of U.S. health care dollars go to the treatment of chronic diseases. These conditions lead to disability, compromised quality of life and deaths that could have been prevented.}

Guided Care[®] is a value-based solution to the challenge of caring for a rapidly growing population of older adults with chronic conditions and complex health needs.

Guided Care is facilitated by a specially educated Guided Care Nurse who is based in a primary care office and partners with 2 - 5 physicians and other members of the care team to provide high-value, patient-centered health care to 75 - 100 of their chronically ill patients.

The Guided Care Nurse, who works with patients long-term:

- Conducts in-home assessments
- Facilitates care planning
- Promotes patient self-management
- Monitors patients monthly
- Coordinates the efforts of all the patient's health care professionals
- Smooths transitions between providers and sites of care
- Educates and supports family caregivers
- Facilitates access to community resources

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

Guided Care is value-based health care for patients with chronic illnesses and complex needs. Research shows that Guided Care increases satisfaction and quality of care, while reducing the use of expensive health services.

A 3-year Johns Hopkins license provides :

- Permission to use the Guided Care[®] model and the "Guided Care" service mark
- Essential forms, including the Guided Care
 - Health history questionnaire
 - Preliminary care guide
 - Care guide
 - Action plan
- Detailed implementation manual
- Expert implementation consultation
- Patient orientation manual

The effects of implementing the Guided Care model (from a 32-month randomized trial) include:

- Improved quality of patient care
- Improved physician satisfaction with chronic care
- High job satisfaction among Guided Care nurses
- Reduction in the use of expensive services, especially in well-managed health care systems

WHY CHOOSE JOHNS HOPKINS GUIDED CARE?

Guided Care has won numerous awards including:

- 2008 Award for Excellence in Program Innovation (Archstone Foundation and APHA)
- 2009 Medical Economics Award (Medical Economics magazine)
- 2010 Case In Point Platinum Award for Case Management (Kaiser Permanente)
- 2011 Silver Crown Award for Case Care Management Program (Dorland Health)
- 2011 Case Management Research Award (Case Management Society of America)