

Healthcare-specific in-house training & open courses

# Optimising Case Management



## A Medicology Centre of Excellence

- Harnessing the full benefits of the case management approach
- Improving self-management
- Reducing healthcare utilisation
- Enhancing quality of life
- Driving down cost

Transforming an often expensive luxury into an essential & effective strategy

Passionate about People, Performance & Health



## About Us

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Whether you are seeking to develop yourself, a team, a board, a department or a whole organisation, you are about to discover a highly committed group of professionals entirely devoted to your success through human performance in the healthcare sector. With a deep knowledge of the current change agenda, underlying drivers and the structural re-organisation of health, you'll find us insightful and grounded in operational reality.

### Our Core Areas Of Expertise Are:

- Individual, departmental and organisational performance
- Leadership & management development
- Optimising ways of working e.g. case management
- Enhancing team effectiveness and teamwork

Medicology runs more than 250 open programmes per annum, as well as in-house training, people-related consultancy services and support tools or systems.

## Trust & Insight

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Medicology has run literally hundreds of days in all types of NHS organisations from single departments to whole organisations, Acute Trusts, PCTs, Medical Schools, SHAs and more, including NHS London, at the heart of the current NHS change agenda, and the Welsh Assembly, with sole responsibility for their Wales-wide leadership programme for Hospital-at-Night teams. Important groups trust us because we have the right insight, a passion for improvement and we deliver the results people expect.

## Course Type & Teaching Methods

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All courses consist of an engaging blend of lectures, exercises, discussions & case studies designed to truly embed the principles whilst developing the practical application of them. Course numbers are kept low to encourage discussion and debate, whilst ensuring that everyone has the opportunity to examine issues pertinent to them.

## Course Options

### In-House/ Bespoke for Groups

Bringing us in-house allows you to tailor programmes to specific local requirements or challenges, whilst lowering the cost of training by reducing travel and benefiting from a lower cost per person in fees. Typically a one-day programme costs around £1,650 + VAT + expenses, depending on the degree of tailoring, the distance to travel (yes, you will pay more for Stornaway, sorry!) and the overall complexity. We'd be happy to provide a detailed quotation.

Contact [Sara Watkin](#), Medical Director and Head of Case Management Centre of Excellence on [01332 821260](tel:01332821260) or [sara@medicology.co.uk](mailto:sara@medicology.co.uk)

### Open Course, Single Attendee

Open courses are the perfect solution to gain essential learning as an individual but with the benefit of being able to interact with professional colleagues too.

Visit our full range of open courses at [www.medicology.co.uk/courses.php](http://www.medicology.co.uk/courses.php)



## Optimising Case Management

### The Problem to be Solved

Case management is an approach recognised for its potential benefits in improving healthcare effectiveness whilst reducing healthcare utilisation and cost. However, many PCTs find their case management teams tied up in the latest leg ulcer without addressing the bigger picture. This can lead to increasing healthcare utilisation and greater costs arising from having a team of people focused on the latest symptom or problems, quite the opposite from the intended outcome.

### The Solution to the Problem

The key challenge facing case management leaders and their teams is in adopting the right mindset, coupled to applying the right skills in the right way.

#### Step 1

#### Developing the Right Mindset

Teams need to understand how case management fits into the bigger picture of our evolving health economy, including the financial black hole to be addressed and how this links to the typical case management patient load.

#### Step 2

#### Add Essential Skills

With the right mindset in place, we can add skills in two essential areas: Case Management itself and Case Management-focused Leadership skills for those driving case management teams.

#### Step 3

#### Ensure Application of those Skills

Whenever you combine a mindset change with additional skills, it is important to ensure that application is happening correctly. We typically approach this through Action Learning Sets, which lend themselves superbly to the case management environment.

### Typical Programme Elements

Each programme is designed specifically around the needs and context of its participants. However, typical elements may include:

- **Case Management Training**  
The Need, The Principles & The Process (typically a 1-day programme)
- **Leadership Skills for Community Matrons & Virtual Ward Managers** (typically a 2 or 3 day programme)
- **Action Learning Sets** (typically 3–4 sessions per person in groups of 6–8)

We'd be delighted to discuss the challenges you are facing and how we may best approach resolving them.

## Learning Approaches

Medicology adopts a wide range of learning approaches depending on the need, from a simple 1-day room-based session to a complex, multi-faceted development programme.

- Room-based learning, delivered in an engaging and highly interactive style
- Case studies & problem-based learning
- Action Learning Sets
- Personal & executive coaching
- Online learning environments, encouraging interaction & collaboration
- E-learning, especially suited to larger numbers or where time is constrained
- Myers Briggs Type Indicator programmes
- Other psychological tools, including Strength Deployment Inventory (SDI) and FIRO-B
- 360 degree appraisal tools & techniques

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“ There can be little doubt that this organisation has the passion and foresight to truly interact with its target audience and in doing so rekindle that passion which led the health service forward in the past but which, of late, has been fading ”

[Medical Director, Acute Services, Advanced Leadership for Hyperbusy Leaders](#)

“ It was apparent that the Medicology team as a whole are dedicated to improving the way in which clinicians can interact effectively with health care managers and also to give clinicians the necessary guidance and skills to themselves become effective managers ”

[Consultant Intensivist, Core Skills for the Clinical Service Lead](#)

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