Case management :
Experience in Regensburg
Germany
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About me

Maria Dotzler, 54 years old

- Social worker (Dipl.-Sozialpädagogin (FH))
- 25 years of experience in different social work fields
- Since 1995 working at the neurological rehabilitation clinic in Regensburg
Situation in Germany

- ~82 million inhabitants
- 300,000 suffer a stroke each year
- 270,000 are injured in accidents each year
Hospital facilities in Germany

- Sufficient hospital facilities available
- Adequate treatment of all patients possible

Problem:

- Health insurances try to reduce costs
  - Average length of stay in hospitals is shortened
  - Case Management (CM) is usually available in hospitals only

- Gaps in the aftercare
  - Hindered by absent CM
CM is essential in the treatment of our patients

- An individual treatment plan is required with consideration to
  - the severity of the affliction
  - the social environment and available resources
  - the progress of the patient
- A case manager can help patients to regain their “personal responsibility”
CM is essential with regard to the treatment of our patients

- Coordination of the day-to-day life in the hospital
  - Main contact for patients to help with problems and in conflict situations
  - Improve communication between the different professional groups in the hospital (doctors, physiotherapists, neuropsychologists, …)

- Support of the patient’s family
  - Social-therapeutic counseling and support
  - Advice in social law (to request funding for durable medical equipment)
  - Providing help in filling out applications for cost coverage
Necessity of professional CM – An example

- Covering the costs of a patient’s treatment is a very complex topic in Germany
- Who pays?
  - Various health insurance companies (over 200)
  - German pension insurance institutes (16, some regional some covering the whole country)
  - Statutory accident insurances (before 29 now 9)
  - Personal accident insurances
  - Social assistance authorities (regional / national)
  - Numerous non-profit organizations
Professional CM – Covered time period

- **In the hospital:**
  - From the time of admission until the time of discharge
    - Provided by a social worker of the hospital
- **After discharge**
  - No support by a professional CM available
- **Exception: Work accidents**
  - CM starting with the time of the accident and ending with the patient’s death
  - Provided by an employee of the insurance company (Cooperates with the CM in the hospital)
Neurological rehabilitation hospital in Regensburg

- 120 beds available in the hospital

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Neurological rehabilitation hospital in Regensburg

We treat

- strokes
- traumatic brain injuries
- severe polyneuropathy
- paraplegia
- and other severe neurological injuries
Neurological rehabilitation hospital in Regensburg

- **Phase B**: Early rehabilitation (intensive care)
- **Phase C**: Continuing rehabilitation
- **Phase D**: Post-hospital curative treatment
- **Phase E**: Medical day care unit
- **Phase F**: Inpatient care
- **Phase G**: Aftercare
Aftercare in Regensburg

- After discharge from the hospital in Regensburg support is offered by a neurological aftercare center.
- It is the first aftercare center in Germany that addresses training for day-to-day life and prepares for occupational rehabilitation.
- CM is also an important part of the aftercare center:
  - Cost coverage
  - Developing of a concept that helps visitors to regain their autonomy
  - ...
Non-Profit association „Zweites Leben“

- Founded in 2000 by former patients and others
- Responsible for the concept and realization of the aftercare center
- Collected **3 million Euros** in donations for the building of the aftercare center
- In 2008 the non-profit organization handed the building over to the hospital in Regensburg
Impressions – Executive board
Impressions – Ceremony of the groundstone’s laying
Impressions – Presentation of Donation
Impressions – Topping out ceremony
Impressions – Finished construction in 2008
Impressions – Finished construction in 2008
Impressions - Therapeutic garden
Impressions – Kitchen (wheelchair accessible)
Impressions – Cafeteria “Zweites Leben”
Current Projects of the association „Zweites Leben“

- Renting service for a handicapped-accessible car
- Cafeteria „Zweites Leben“ – Employer for patients
- Organization of 55 volunteers that support patients in the hospital and aftercare center
- Cooperation with the Regensburg University of applied science in different research projects
- Operation of a counseling center for patients and their families
Summary

Problems in Germany:

- Appropriate aftercare is not available across the whole country
- Missing CM after hospital discharge
- No appropriate apartments available for patients after hospital discharge
- No sufficient cost coverage of CM, outpatient therapy, neuropsychological therapy …
Generally, what can we do to help people suffering TBI?

- Offer CM facilities that support people after their hospital discharge
- Support others in building similar aftercare centers (to provide CM)
- Offer facilities for assistant living
- Find ways of funding CM and aftercare
- Promote measures for prevention of strokes and TBIs
Thank you for your attention.