

Exercise: Primary Care

Whether the students' experiences are in an acute or primary care setting discuss the most common diagnoses among clients who are admitted to the unit or are seen for primary care visits. Discuss the use of the following client assessment questions based on the students' experiences. To determine the clients in most need of case management services, address the following questions.

Client Assessment Questions

- What are the major client populations served by the agency?
- What are the major diagnoses that are treated by the agency personnel?
- What are the high-intensity-resource-use populations served by the agency?
- Which clients are at risk for less-than-desired outcomes?
- Which clients fall into the high-risk categories for the agency in terms of access, cost, and treatment?

Organizational Assessment Questions

- What clinical and support services are needed?
- When, in the client's experience, are services most appropriately provided?
- How should services be provided?
- Where are services best delivered?
- Who are the most appropriate providers?
- Where and by whom are services best managed?