Transplant Case Management: Offering member-focused, highly specialized end-to-end care

Blue Shield’s Transplant Case Management program proactively supports quality and cost-effective outcomes for members who are identified as potential solid organ or bone marrow transplant candidates.* A skilled, specialized nurse is assigned to advocate, coordinate, facilitate, assess, and communicate with members, their families and caregivers, and the entire treatment team. A dedicated medical director provides physician expertise and guidance throughout the process. An expert support team, coupled with cohesive facility partnerships with Centers for Excellence, means quality care for members and decreased emergency room visits and hospital readmissions.

How it works
Nurse case managers use the Patient Activation Measure™ to assess the member’s knowledge, skill, and confidence in managing their own health care through the transplant surgery process. The assessments help tailor the support provided to each member. The case manager helps to ensure the member has the medical assistance and support network needed to successfully receive the transplant organ. In addition to the medical management provided, the case manager also focuses on:

• Providing education and support to the family
• Reviewing medications and treatments to enhance understanding and compliance
• Monitoring behavioral health issues and making referrals as necessary
• Providing comprehensive information regarding benefits, possible limitations, access to clinical trials, and specialty treatment programs
• Conducting active discharge planning for any transplant and oncology hospitalization needs, using available resources to promote quality and cost-effective outcomes

Transplant expertise
The team has a dedicated medical director who reviews and facilitates difficult transplant issues for members being considered for transplants and is an active participant in the Blue Shield of California transplant quality review process. Transplant case managers are registered nurses who are certified case managers and/or have a certification in oncology, solid organ transplant, bone marrow transplant, and other specialties. They participate in transplant continuing education annually and have extensive experience in the delivery of transplants.

Member engagement
Cutting-edge engagement tools, such as Healthwise® online decision aids and motivational interviewing, are used to strengthen the care relationship and to effectively support quality, health improvement, and informed decision making. Motivational interviewing involves a collaborative conversation with our members and caregivers. This conversation facilitates engagement to improve the member’s health as their values and preferences are fully understood and accounted for through this major life experience. Members are followed during all phases of the transplant process, from the time the transplant request is initiated until the member is home after the transplant, and for as long as follow-up is needed thereafter.

* Program does not include kidney, cornea, and skin transplants.
Centers of Excellence

Blue Shield has selected Centers of Excellence to address the transplant needs of our members. The Blue Shield transplant facilities and their teams are selected for their quality after an extensive clinical review, which includes hospital experience (number of transplants), outcomes of these transplants, quality improvement initiatives, and cost-effectiveness. Blue Shield evaluates all Centers of Excellence by reviewing volume and outcome data every year, as well as conducting site visits at least every three years. This evaluation process allows the team to thoroughly understand the program’s particular expertise, to meet the staff, and to learn more about clinical trial opportunities for members with rare or advanced cases.

Blue Shield’s Transplant Case Management team is member-focused, providing cost-effective quality care from the initial identification stage through post-transplant care in the home.

“You are amazing, professional, thorough, patient, caring, and a true level of support. We appreciate your level of support more than you know.”

Member, describing the care received from her transplant care manager