



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

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COMMISSIONER

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Dear HIV Administrative Agency;

Case management is a longstanding supportive service for HIV-positive people in Texas. In order to continue this work, and in light of the changes ushered in by the Ryan White Treatment and Modernization Act, the Department of State Health Services (DSHS) will engage in a year-long project to look at the case management system and structure in the state of Texas.

The aims for this study include: research successful models of medical case management; determine the best model(s) for Texas; ensure compliance with new law; increase medical outcomes for clients; and determine the necessary steps for transforming our current system of case management into the new model. To accomplish this vision, the study is divided into three major phases:

1. *Literature and jurisdiction review* - a survey of medical and social case management systems in professional literature and actual systems in other states. Research would not only include case management around HIV, but also look at other disease processes where clients require medical case management
2. *On-site research* - a study to determine the status of current case management practices across the many different providers throughout the state; this is not an evaluation of individual agencies, rather it is to provide an accurate picture of where we are now.
3. *Expert panel* - the panel will be experts from academia and the field. The panel's role is to provide recommendations on how DSHS might proceed in meeting the Care Act requirements for Medical Case Management based on information gathered from the first two phases of the project.

To provide a good basis for case management practice, DSHS adopted new standards in June 2006. Adherence to these standards is a good first step in moving toward change. Case management must move away from its historical focus on the psychosocial, and center on medical issues and these case management standards will be the core of medical case management standards in the future.

We envision this remodeling to be a gradual process over time. DSHS will be engaging the different partners throughout the process. Individual administrative agencies will be contacted if further assistance is required.

Thank you for your ongoing support,

Ann Robbins, Ph. D.
HIV/STD Comprehensive Services Branch Manager

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