

Higher Education Mental Health Implementation Taskforce

Case Management Systems – Project Proposal

Introduction

In its first report, the Taskforce proposed that it should explore further the design and delivery of case management for students with mental health challenges. This has been agreed by the Minister. This note should be read alongside the relevant section of that first report.

Defining Case Management

Within the NHS, case management typically describes an approach where health and social care is planned around an individual's specific and usually complex needs, and co-ordinated by a named professional - the case manager – across a range of services. This terminology has been adopted widely within the commercial sector to streamline customer services which require inputs from a range of specialist functions.

In a higher education setting, case management can describe a service that seeks to support and manage students as they progress through a university's services and processes, such as wellbeing support or academic appeals. Although used by some UK HEPs at present, it has gained more traction in US universities.

However, case management seems to be emerging to describe a specific information management system which brings together inputs about a student from a range of university teams and sources. In this context case management systems do not typically seek to align supportive interventions for that student into an overall package managed by one designated colleague. Any effective case management system, whether in care or commercial settings, has to do both. Therefore, the Taskforce may want to define HE Case Management as bringing together:

- Accurate and timely sharing of information about a student across teams by removing systemic and structural barriers to sharing; and
- Integrated support, in particular for a student with complex needs who is likely to be receiving interventions from a variety of teams (both within and outside of a HEP), co-ordinated by a named member of staff.

Project Summary

If HEPs are considering or pursuing the implementation of case management as defined above, there is limited visibility of the approaches being adopted and the lessons they have learned to date are not being shared.

This new strand of Taskforce work is thus exploratory initially and to be honed over three stages: identification of HEPs which are advanced in their implementation of case management; discussions on challenges, solutions, and evidence of impact; and consideration of current good practice and future development by the Taskforce or other sector fora.

Brief

- Identify HEPs through Taskforce members and their networks which are assessed to be advanced in their implementation of case management.
- Working with these HEPs, map challenges, solutions, and evidence of impact.
- Reach consensus on what good practice looks like in the implementation of case management into HEPs' student support systems.

Outputs

- Outputs from this strand will be decided following consultation with HEPs and via an open roundtable to be organised for the Taskforce and broader sector.
- Taskforce will be invited to reflect on findings and agree potential areas of work.

Proposed Timelines

February:

- Taskforce receives project summary paper and discusses – 2 February.
- Taskforce members assist call for identification of active HEPs.
- Meetings with these HEPs to take place throughout February and March.

March:

- A verbal progress update provided to Taskforce on **7 March**.
- Roundtable to be organised between Taskforce members and identified HEPs.

April:

- Write-up of findings from discussions with HEPs and the Roundtable, including suggestions on any further steps to be taken or recommended, to Taskforce on **19 April**.

Proposed Working Group

The project will be led by Ben McCarthy. It will be guided by a Working Group comprising:

- Taskforce members (self-selected)
- AMOSSHE (and a selection of their members)
- UMHAN (and a selection of their members)
- Other stakeholders invited following initial consultation

Note on Student Support Champion Project

The adoption of analytics systems (both engagement and wellbeing), which encompass case management as defined here, requires a programme of institutional change and service redesign to exploit fully the benefits for students of the enhanced intelligence and insight. This is being progressed by the Student Support Champion in work outside of this Taskforce.