Case Management: The Right Support at the Right Time

Defining a Differential Care Strategy

What Would Population Health Management Look Like in Higher Education?

Low Risk
Moderate Risk
High Risk

Differentiated Care Strategies

- Time and Cost Savings
- High-Touch Care
- Proactive Intervention
- Preventative Measures

- Coordinate Efficient High-Touch Care
  - Work closely with students and manage their interactions with support offices

- Proactively Monitor and Intervene
  - Create an analytics “safety net” to catch common problems before they escalate

- Enable Effective Self-Direction
  - Provide easy access to information to leverage students themselves

Source: EAB Interviews and Analysis © 2015 The Advisory Board Company eab.com

Persistence Model (Practice)

Risk Identification & Segmentation
Individualized Support Strategies
Efficient Scalable Care
Ownership & Accountability

Which students are at risk?
How do we use our resources strategically and efficiently to support the individual needs of these students?
Who owns student success?

High Risk Students

Coordinate High-Touch Care
- Work closely with students and manage interactions with support offices/services.

Increasing Risk Students

Monitor and Intervene
- Use analytics to uncover problems before they escalate.

Low Risk Students

Enable Self-Direction
- Use electronic tools to nudge and advise, freeing staff to focus on higher risk students.

Source: Dosal, Fernandes, & Thompson, 2017
University of South Florida Case Management

- Identify Students At-Risk
- Alert Advocate
- Create Case
- Make Referral
- Monitor
- Close Case/Referral

How do you identify “high risk” students?

What could this model look like?

How would you implement a case management model?

Who would participate? Who would be responsible?

What are your student success needs?