



(W48) MEETING THE BIOPSYCHOSOCIAL CHALLENGES OF MS THROUGH COMPREHENSIVE CASE MANAGEMENT

Life challenges may seem unmanageable to the person with MS; however positive outcomes are possible with effective case management.

Legal, financial, safety, health, family dynamics, social support, and transitions in MS are all dimensions of life challenges that can be addressed with case management. Navigating through the process of becoming deemed “disabled” is daunting to many. Far too many people with MS experience unexpected insurance coverage changes and income adjustments. Completing forms and following procedures necessary for approval for low-income housing, Medicaid, caregiving support, medication benefits, etc. can challenge the perseverance of the hardest, let alone someone with MS. Ensuring the home environment is safe, mobility needs are met, a caregiver is available, and monthly bills are paid can create anxiety. Supporting the overall health of the individual with MS can be intricate. Functional ability, medication management, mental health, fatigue, cognition, and secondary health conditions require on-going evaluation and care. Family dynamics can create unpredictable levels of support leading many to become despondent. Insufficient social support systems and the inability to communicate effectively lead to isolation. The unexpected exacerbation, relapse, and progression of MS are transitions that demand attention to the biopsychosocial needs of clients. Case management affords this attention and collaboration necessary for a proactive approach, a rapid response when needed, and positive outcomes.

With no cost to the client, the HouseCalls case management program of the MS Quality of Life Project has proven effective in assisting clients on the Central Coast of California in meeting these needs. Over the past 3½ years, MSQLP has worked with 170 clients in completing over 3000 goals and objectives. We have supported our clients in addressing biopsychosocial needs which have become overwhelming and the “Hassle Factor” too great.

Study Supported by: The California Endowment, Community Foundation for Monterey County, The Harden Foundation, MS Foundation, The Monterey Peninsula Foundation

Ame Wells, RN, MSCN¹
Andrea Dowdall, MSW, Med²

¹MSQLP, TEVA Nurse Educator, IOMSN, CHOMP
519B Hartnell Street
Monterey, CA 93940
United States

²MSQLP Case Manager/Program Supervisor (California, United States)