

SUPER-UTILIZER HEALTH INNOVATION CHALLENGE | Glossary

Behavioral health: Often used in place of “mental health,” behavioral health can also encompass substance use disorders.

Care team: A group of individuals who work together within a given program or system to support a patient. Definitions vary from program to program, but within the health care system, care teams are usually comprised of a case manager (or care coordinator/care manager) and a physician – at a minimum. Care teams may also include additional medical providers with whom the individual is working (e.g., psychiatrist, cardiologist, etc.), pharmacists, housing specialists, etc. Some programs consider family members or friends who help support the individual to be part of the care team as well. The aim of a care team is to bring together everyone who is working separately with a patient in order to coordinate efforts, more accurately identify and understand needs, share information, and provide the most holistic and comprehensive services possible.

Case manager, care manager, care coordinator: Often used interchangeably, these terms refer to a person who is assigned to help identify an individual’s needs and goals, and, along with the individual, develop a plan to meet them. These needs often span medical and social services, and case managers may undertake activities such as helping to schedule a doctor’s appointment, accompanying an individual to appointments, conducting a home visit to understand a person’s living situation, helping an individual sign up for food stamps, etc.

The term *care manager* is sometimes used to refer specifically to someone who has a licensed medical background, such as a registered nurse or nurse practitioner, and care managers’ work may focus more on helping individuals manage their medical conditions. *Case managers* and *care coordinators* often do not have medical or licensed backgrounds.

Engagement: Broadly refers to the process of encouraging individuals to be actively involved in their own health, care, care planning, and wellness.

Providers: In the health care world, the term “provider” generally refers to an individual who practices medicine, such as a primary care doctor, specialist, nurse, etc.

Supplemental Security Income: A government-funded program that provides monthly stipends to low-income individuals who are disabled, blind, or over the age of 65. In order to qualify due to disability, individuals must complete a rigorous application process to prove both their income status and their disability.

Wellness: Describes activities or efforts attain overall good health – in both a physical and emotional sense. Includes activities such as eating well, exercising, engaging in positive social activities, etc.