



Case Management, the Difference



Passion for helping people become engaged in their care and take the steps necessary to achieve results that is what motivates Erika Washington, Comprehensive Case Manager with Health Services of North Texas.

In August of 2008 Erika Washington and her husband moved their family to Denton so that she could pursue her degree

in Social Work. Knowing not a single person in Denton, yet following her passion for helping, Erika Washington and her family relocated to be close to TWU and allow her to complete her Social Work degree in December 2011.

After completing her degree and several internships, Mrs. Washington accepted a position with Health Services of North Texas as Comprehensive Case Manager in February 2012.

Identifying strengths and needs, connecting patients to resources and collaborating with providers are all a crucial part of the role comprehensive case manager's play in helping patients achieve the best possible health outcome. Realizing that it takes the collaboration of an interdisciplinary team of providers to make a lasting change in patients' lives and in their health outcomes, Mrs. Washington strives to keep the lines of communication among team members strong. Case managers partner with patients to remove barriers to their care by creating Care Plans that have specific goals. Along with partnering with patients, education about health and providing support and resources to help patients adhere to drug therapy are all part of the case managers role.

According to Mrs. Washington, it is imperative for case managers to have a solid understanding and knowledge of the resources available in the community. Often times a patient will need access to services not provided by HSNT to facilitate a positive health outcome. Mrs. Washington and the other case managers at HSNT have developed strong community partnerships in order to facilitate providing access to services for our patients.

As a social worker, Mrs. Washington faces many challenges in working with patients, and as she puts it, “sometimes it takes being real with them.” Motivational interviewing makes a significant difference in patient interactions and can facilitate getting to the root of the needs. When the patient is engaged in their care and follows their care plan closely it is shown that medical, social and mental health outcomes are significantly improved.

Mrs. Washington would like to leave us with this thought, “If you are willing to work and make this happen, I’m willing to work hard and advocate for you.”

Case Management is the difference in positive health outcomes.