

Abstract

BACKGROUND: Case management is an approach used to work with clients, which is also used within addiction outpatient facilities. The forms of case management utilized in these facilities may vary depending on the specific workplace and the individual worker who implements case management or its elements for direct work with clients of the facilities.

AIM: The aim of the thesis is to describe and gain insight into the work with clients using case management in addiction outpatient services from the perspectives of professionals in the position of addictologist.

METHODS: A qualitative approach was chosen as a suitable approach for the purposes of this thesis. The research tool was semi-structured interviews, which were conducted with ten respondents - addictologists, working in addiction outpatient facilities and using case management or its elements for working with clients. These interviews were then analyzed with open coding.

MAIN RESULTS: The forms of case management differ mainly depending on the type of facility in which it is provided. Respondents among addictologists who use this approach or its elements in their practice see case management as a comprehensive, intensive and flexible approach for working with their clients. The main limitations of this approach, which the respondents encounter, are limitations on the facility space for medical-type services, an insufficient number of services providing case management, requirements to maintain personal boundaries within the working relationship with the client. As the main advantages of case management, the respondents cited non-fragmentation and coordination of care for clients with multiple problems, the possibility to work outside the facility with services registered at the same time as a medical facility and a social service, well-established relationship with the client, the effectiveness of this approach and a reduction in the number of hospitalizations for cooperating clients. Of the case management models, the provided form of this approach is closest to the models of assertive community treatment or flexible assertive community treatment. The comparison did not find a complete match with any of the specific models.

CONCLUSION: The results of this research map out how case management is provided in addiction outpatient services from the perspective of addictologists. The provision of case management differs depending on the type of facility, as do the associated limitations and benefits of this approach. The subjective perspectives of individual respondents on this approach were consistent, with key aspects including care coordination, multidisciplinary, and a comprehensive approach to addressing clients' issues.

KEY WORDS: case management – outpatient addiction treatment services – addiction – drugs – qualitative study