



Care Coordination Measurement Tool Summary 2018

*Learning Community Call
June 26, 2018*

CCMT Summary

Across 14 teams

- May 2018 (a few encounters in June, 1 team Jan-Apr)
- 363 CC encounters
- Age range: <1 yr to 21 yrs and older
- Staff performing activities: RN, NP, SW, MD, LPN



Reminder!

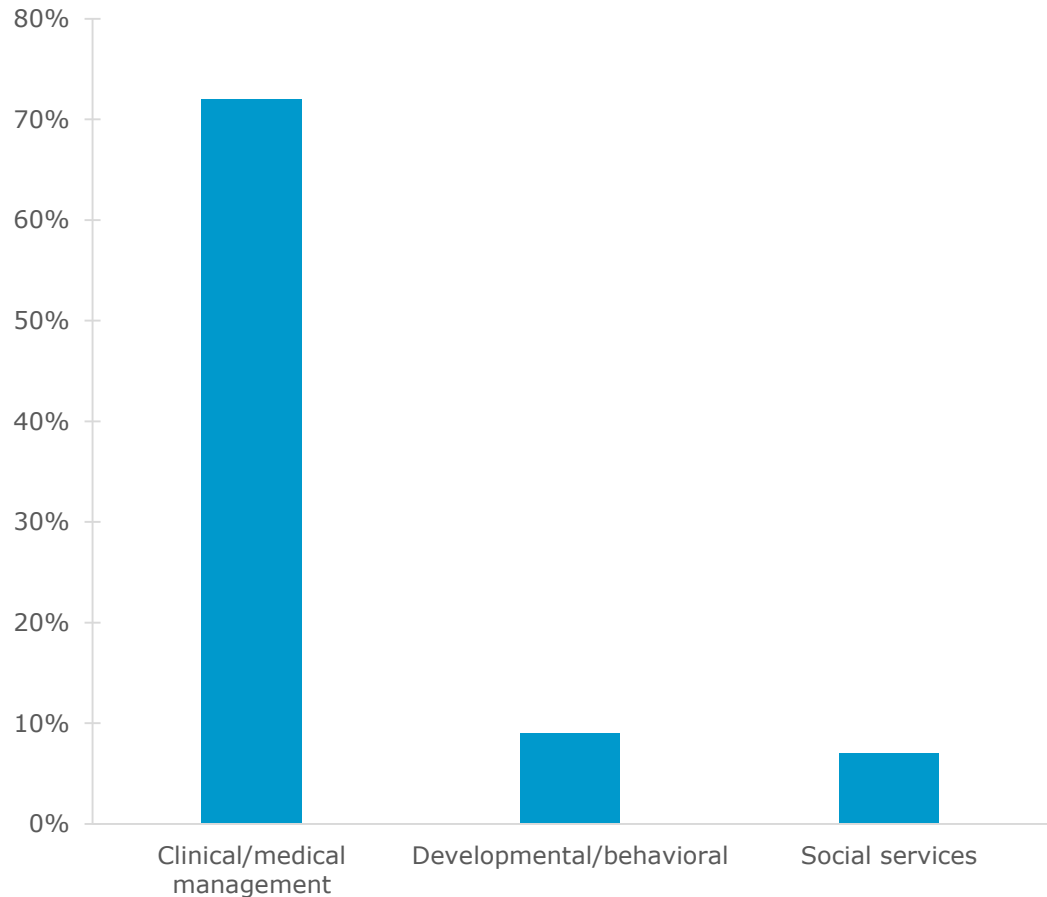
CCMT Overview

4 components to each encounter:

1. Focus of the encounter
2. CC needs
3. Activities performed (non-reimbursed)
4. Outcomes prevented or occurred

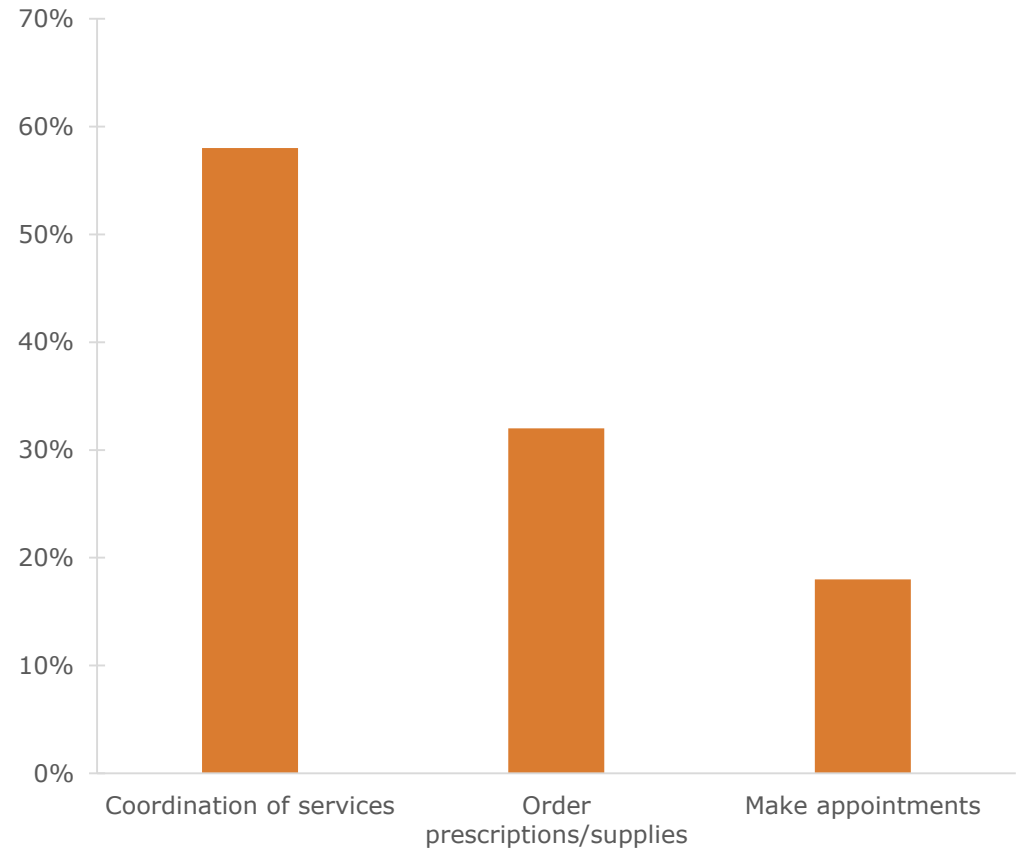
Top Focus Areas

1. Clinical/medical management (72%)
2. Developmental/Behavioral (9%)
3. Social Services (7%)



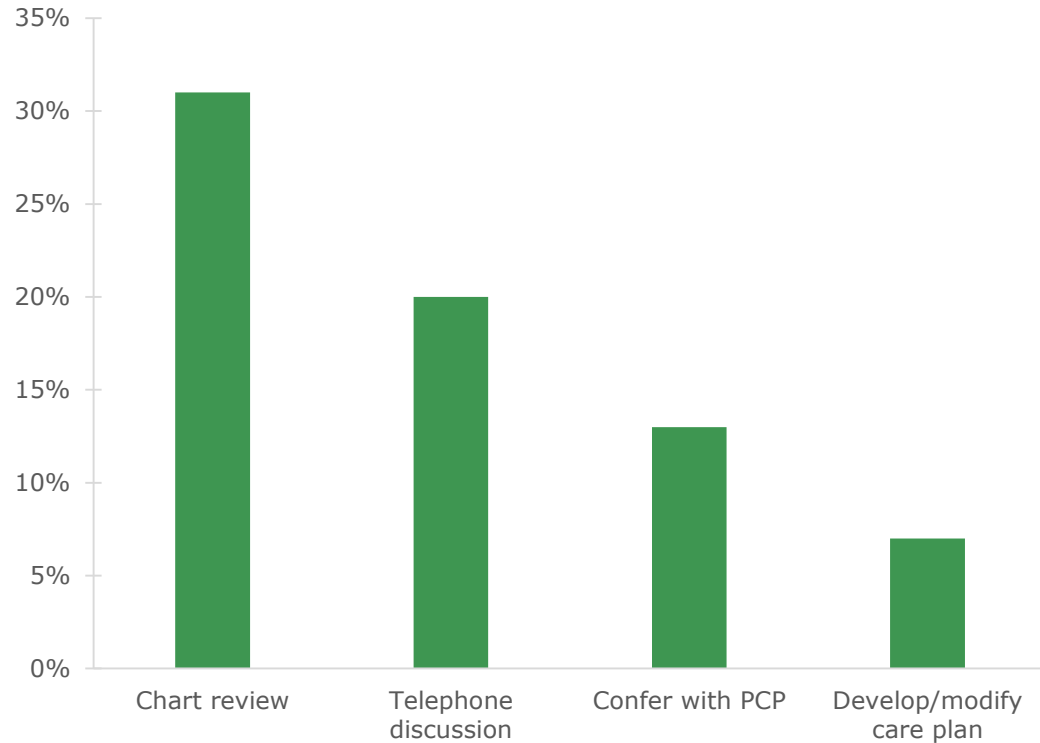
Top Care Coordination Needs

1. Coordination of services - schools, agencies, payers, etc (58%)
2. Order prescriptions, supplies, etc (32%)
3. Make appointments (18%)



Top Activities Performed

1. Chart review (31%)
 2. Telephone discussion (20%)- majority with parents/family
 3. Confer with PCP (13%)
- Develop/modify SPoC (7%)



Outcomes

Prevented:

1. Visit to pediatric office/clinic (20%)
2. ER visit (12%)
3. Subspecialist visit (12%)

Occurred:

1. Met family's immediate needs, questions, concerns (43%)
2. Advocacy for family/patient (31%)
3. Advised family/patient on home management (19%)

Time Spent/Competency

- Ave time/encounter = 17 min
(range of less than 5 min to 180 min)
 - Majority of the encounters were 5-9 min range (43%)
 - Approx 6,109 min (102) hrs total time documented
- Clinical competency was required (85%)

Piloting the CCMT

What did your team learn?

- Benefits?
Expected and Unexpected
- Challenges?
Expected and Unexpected

Reminders

- **July 6:** Q2 surveys due
- **Sept 1:** Contact Colleen (pediatricians interested in MOC Part 4 credits)
- **Oct 5:** Q3 surveys due
- **Oct 23:** Learning Community Call
- **Jan 4:** Q4 surveys due

Thank you!

Questions?



Follow updates on the project webpage
(www.wismhi.org/wismhi/Resources/Resources-for-Care-Coordination-Project-Teams)

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