High Risk, High Reward: How Team-Based Care Helps the Most Complex Patients

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High Risk, High Reward: How Team-Based Care Helps the Most Complex Patients
Speakers

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  - Senior Director of Care Management at Cleveland Clinic

- Kathleen Fraser
  - Executive Director of The Case Management Society of America
Session Objectives

- Apply effective techniques for leading a team-based approach to deliver high-value care to targeted populations

- Describe and take next steps to integrate complex case conferences into primary care

- Describe process for Case Management Integration and Care Transitions across the continuum of care
Understanding Health Complexity

- Presence of both medical and behavioral conditions
- Multiple chronic conditions
- Severe and persistent mental illness
- Social barriers
- Health system barriers
Triage for Complexity

Health Risk Assessments and Screenings

Claims History

Pharmacy History

Risk Algorithms: Predictive Modeling
Complexity = Risk

- Multifaceted Challenges
  - Medical conditions
  - Behavioral/mental conditions
  - Social concerns
  - Poor access to care and services
  - Impairments or disabilities
  - Financial concerns
Patient Concerns

- Individuality
- Preferences
- Respect
- Relief from suffering
- Illness understanding
- Uncertain future
Integrated Case Manager

- **Understands**
  - Core signs and symptoms of the diagnosed condition(s).
  - The types of therapies that may be prescribed.
  - Common classes of medications used to treat a condition.
  - When should improvement be expected once treatment has been initiated.
  - How to document progress or lack of progress.

- **Knows**
  - Resources needed to gain additional medication information.
  - How a patient should be monitored for their condition.
  - What constitutes a good response to treatment or how to look for non-responses.
  - When and what to report if a patient is not making progress.
An Integrated Case Management Approach Supports Population Health Improvement

- Establishes trusted patient-case manager relationships
- Is an holistic approach
- Prioritizes risk for targeted intervention to reduce use of resources
- Requires case managers to be life-long learners

- Supports a case manager functioning at the top of their license
- Demonstrates patient-centered care
- Supports demonstration of positive health outcomes, improved quality of life and quality measures
PMG Risk Stratification

- Risk stratification algorithm that assesses for:
  - Emergency department visits
  - Hospital admission
  - High-risk medications or polypharmacy
  - Weighted co-morbidity

- Stratifies our entire patient population monthly into 4 risk tiers:
  - Very Intense
  - Intense
  - Moderate
  - Low
Validation Process

- PCP/Care Team reviews risk level assigned by methodology

- Adjust patient’s risk level as needed based on clinical judgment and patient knowledge

- The risk level can be changed by utilizing the Health Maintenance Module in Healthy Planet

- The risk level designated by the PCP/Care Team will override the risk level assigned by the methodology
Pre-Care Conference Work

- Identify reason for referral to care conference

- Consider the following and be prepared to discuss:
  - Patient’s current status
  - Patient goals and preferences of care (not disease specific)
  - Barriers to care including SDOH and physical barriers
  - Patient’s support system
  - End of life goals of care
  - Mobility and fall risk if applicable
  - Score of most recent SLUMS or MoCA if applicable
  - Date of most recent medication review by PharmD if applicable
Care Conference Tips

- Identify a facilitator for the meeting
- Take notes!
- Document who is in attendance
- Have EHR available to review if needed
- Allow for discussion with each person
- Identify action items and responsible team member
- Ensure everyone agrees on the plan
Post-Care Conference Work

- Document the plan in the patient’s chart!
- CC the plan to all care team members
- Let other service areas know about the plan if needed
- Schedule time to review plan with the patient
- Develop a contingency plan for goals
- Schedule follow-up care conferences as needed
Best Practices

- Anyone on the care team can request a care conference
- Set aside dedicated time for conference
- Create a process to complete the pre-work!
- Create a process to document the care plan!
- Consider co-visits with the patient and care team
Audience Cases and Questions