

Care Coordination Time-Tracking Tools Summary

- 3 teams used CCMT
- 1 team used existing time log used for Medicaid reporting
- Time period: month of May (1 team tracked activities in months prior)

Care Coordination Time-Tracking Tools Summary

Across the 4 teams

- 143 CC encounters
- Approx. 6,135 min (102 hrs) total time documented
 - Time associated with non-reimbursed activities
- Staff performing activities: CC assistant, MD, RN, MA, SW
 - RN and MA performing the most activities

CCMT Overview



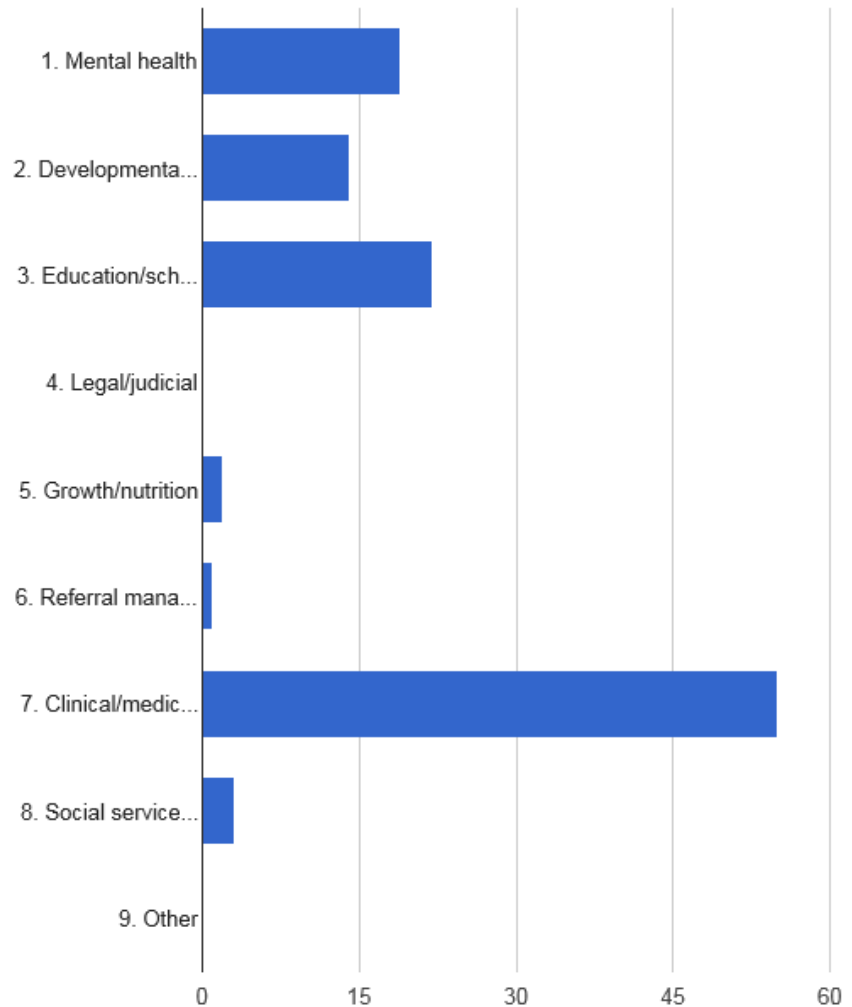
Reminder!

4 components to each encounter:

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

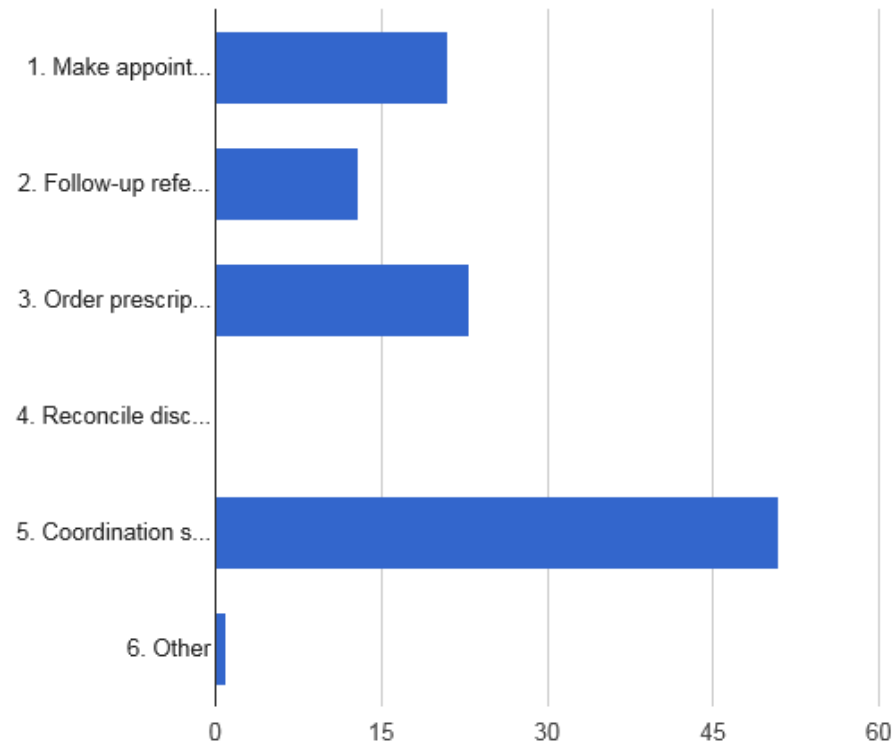
Top Focus Areas

1. Clinical/medical management (57%)
2. Educational/school (23%)
3. Mental health (20%)



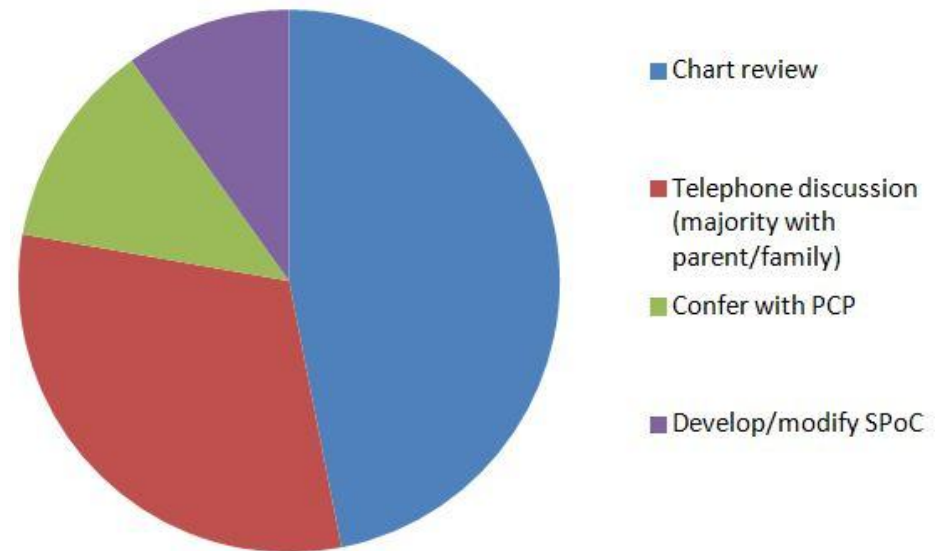
Top Care Coordination Needs

1. Coordination of services - schools, agencies, payers, etc (59%)
2. Order prescriptions, supplies, etc (26%)
3. Make appointments (24%)



Top Activities Performed

1. Chart review (38%)
2. Telephone discussion (25%) - majority with parents/family
3. Confer with PCP (10%)
4. Develop/modify SPoC (8%)



Outcomes

Prevented:

1. Visit to pediatric office/clinic (75%)
2. Subspecialist visit (19%)

Occurred:

1. Met family's immediate needs, questions, concerns (54%)
2. Ordered prescription, equipment, etc (46%)
3. Advocacy for family/patient (20%)

Piloting the CCMT

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