Care Management- Who Should Do the Work?

May 15, 2019

We will begin the event at the top of the hour.

Care Management- Who Should Do the Work?

May 15, 2019

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HealthTeamWorks Team

Lori Lahrmann-O'Hearn BSN, RN –
Healthcare Learning Faculty

Heather Walker –
Learning Experience Designer

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Using WebEx Chat

Minimize & Maximize chat panel

Choose **All Participants** to make entries visible to all attendees

Type Chat Message Here

Click Send

∨ Chat ✕

Host
Presenter
Host & Presenter

All Attendees
All Panelists
HealthTeamWorks Training and Edu...

All Participants

Send to: | All Participants ∧

Select a participant in the Send to menu first, type chat message, and send...

Send

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WebEx Annotation Tools

"Squiggly line" icon must be blue/active to use annotation bar.
Click to activate

Pointer

Text

Draw Line

Draw Shape

Pen or Pencil Tool

Change Color

- Click on the tool that you would like to use to activate it.

Erase

- To deactivate tool, click on it again.

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Where are you?

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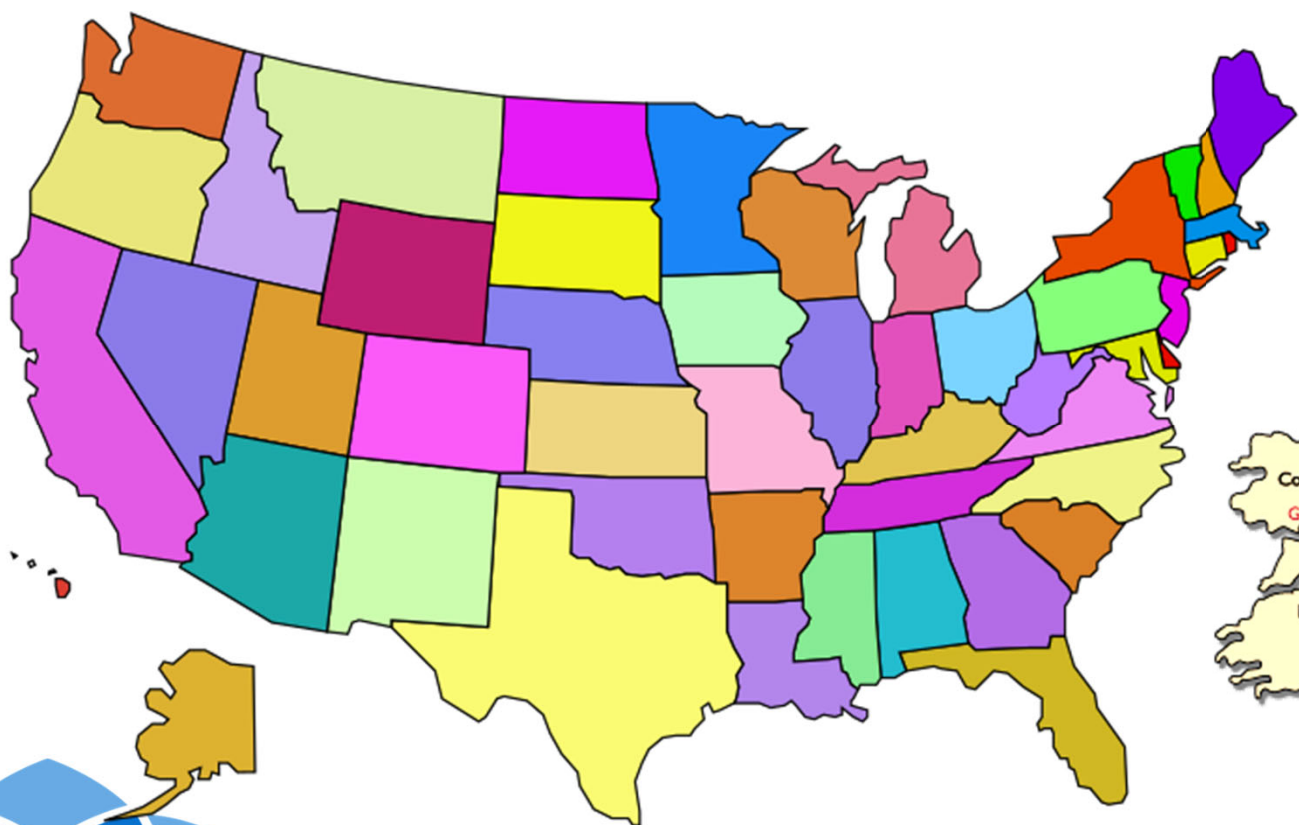
Today's Panelist

Melissa Johnson BSN, RN
Boulder Medical Center

Melissa is a Registered Nurse of 25 years, 20 of which have been with Boulder Medical Center. She was instrumental in the development of the care management program at Boulder Medical Center, serving to develop and launch the ambulatory care manager role and subsequently serving in quality improvement for the role. In her role as the Quality Program Manager, she has been involved in a number of value-based care initiatives including CPC Classic, CPC+, Colorado State Innovation Model, Million Hearts, Medicare Advantage, and multiple payer accountable care programs.
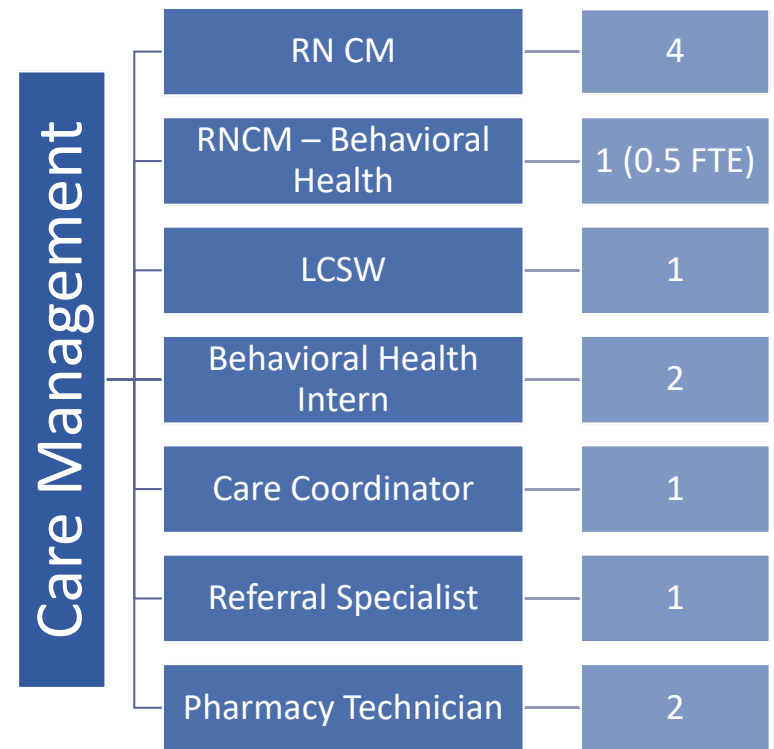
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Boulder Medical Center

Independent Multi-Specialty Practice

- Family Medicine

- Internal Medicine

Patient Panel Size: 25,000

Providers: 25

EHR: NextGen

Care Management		
RN CM	4
RNCM – Behavioral Health	1 (0.5 FTE)
LCSW	1
Behavioral Health Intern	2
Care Coordinator	1
Referral Specialist	1
Pharmacy Technician	2

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Getting Started with Care Management

RN Care Manager

Social Worker

Community Health Worker

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Question for the chat…

Tell us about the different CM roles in your practice

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The Evolution of Boulder Medical Center's Care Management Program

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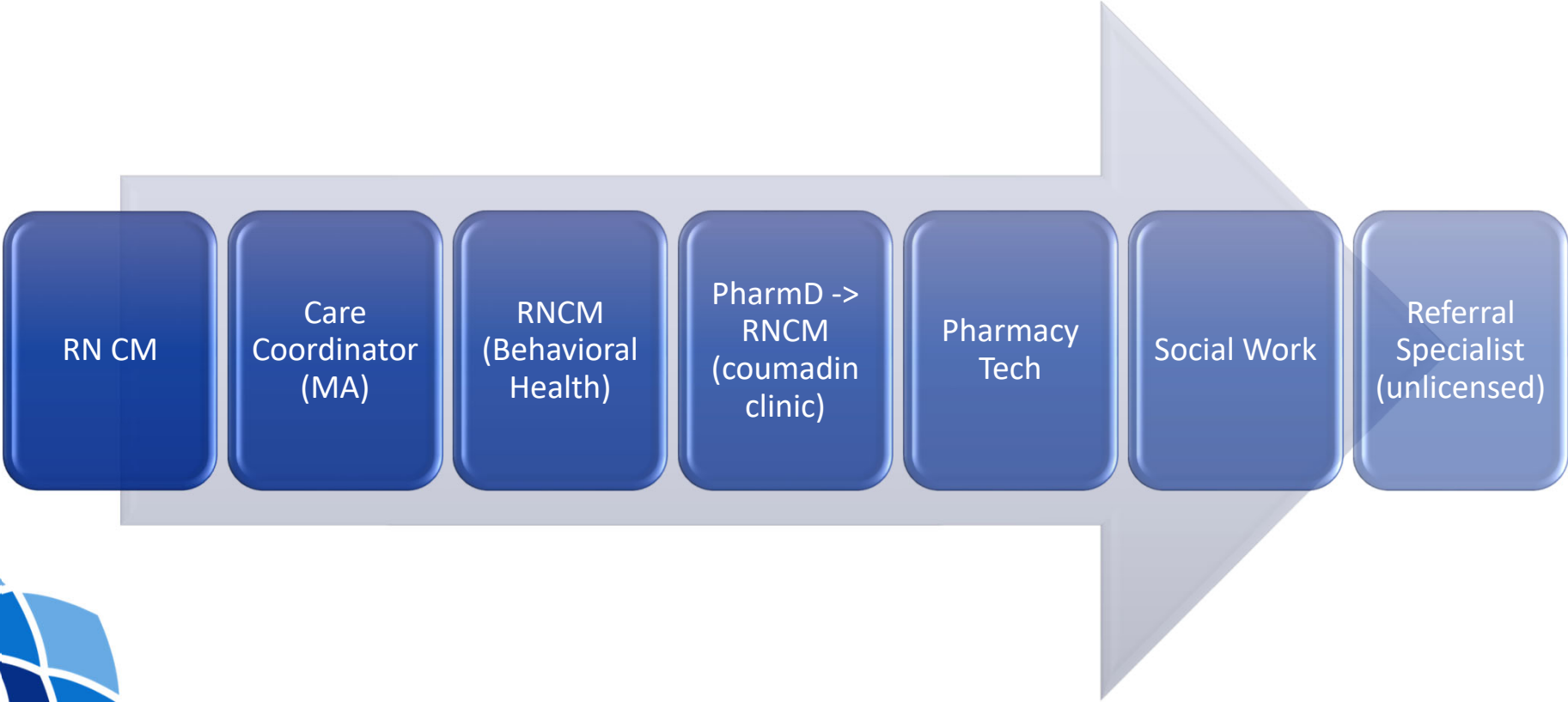
Question for the chat...

How did you get your team members to work to 'Top of License'

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Top of License

- Maximize patient care
- Maximize staff time and resources
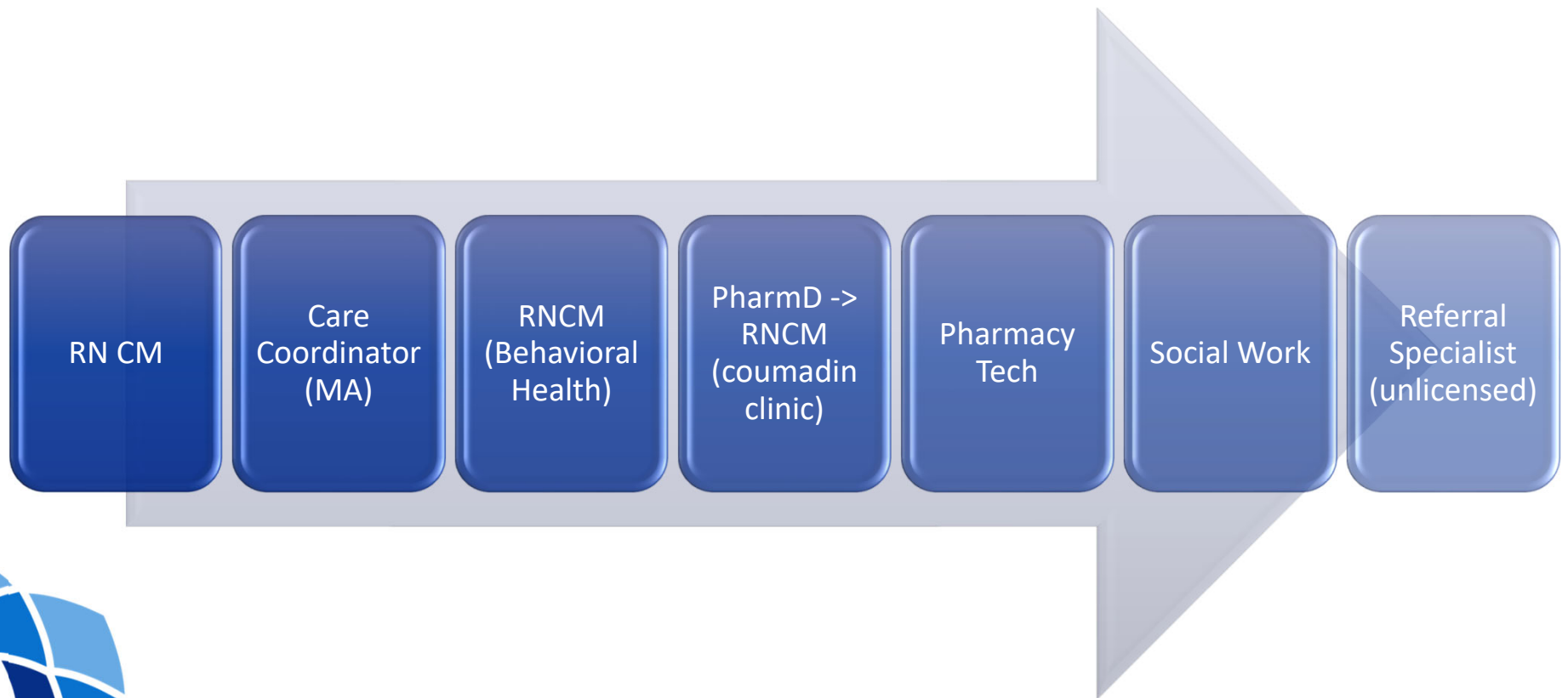- Reduce duplicative work

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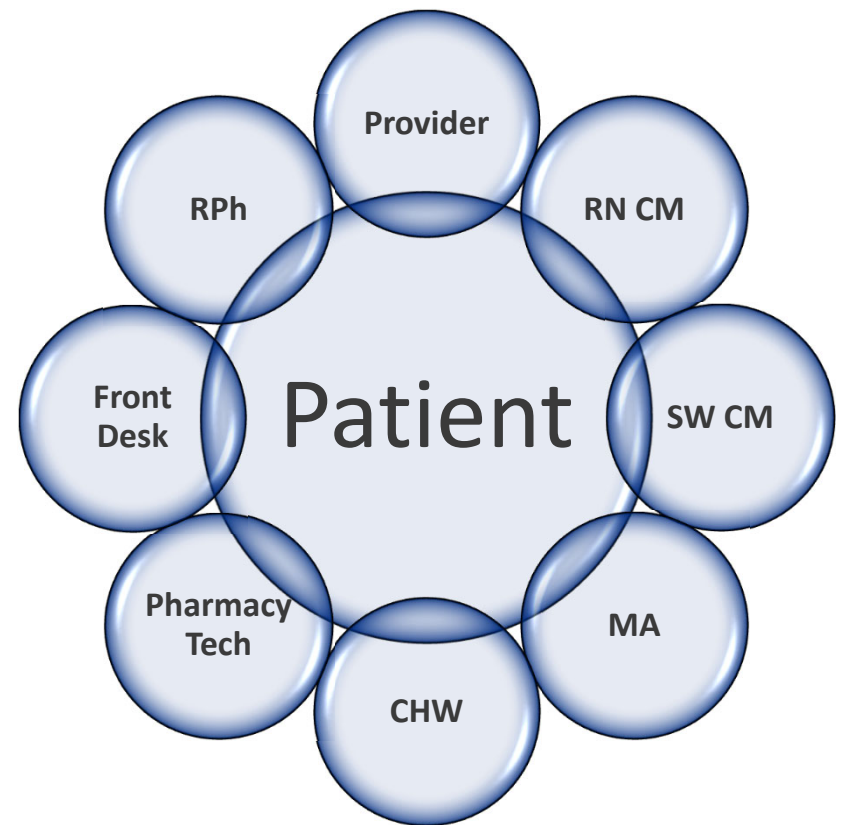
Quality Improvement for Care Management

- Institute PDSA cycles
- Involve all stakeholders
- Measure the results
- Share with leadership (ROI?)

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Financing Care Management

RN CM → Care Coordinator (MA) → RNCM (Behavioral Health) → PharmD -> RNCM (coumadin clinic) → Pharmacy Tech → Social Work → Referral Specialist (unlicensed)

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Question for the chat...

How will you sustain funding for Care Management?

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Getting Started: Prioritizing Which CM Role to Hire

- Assess population data
- What are the greatest needs of the highest risk patients?
- What role/licensure can most effectively address those needs?
- Is there potential ROI?

References & Resources

- Effective Care for High Need Patients. Retrieved from https://nam.edu/wp-content/uploads/2017/06/Effective-Care-for-High-Need-Patients.pdf

- Peter Long et al., *Effective Care for High-Need Patients: Opportunities for Improving Outcomes, Value, and Health* (National Academy of Medicine, 2017)

- ROI Calculator. Commonwealth Fund. Retrieved from https://www.commonwealthfund.org/high-need-high-cost-patients

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The Essentials of Care Management – Online Training

https://www.healthteamworks.org/workforce-development-training/care-manager-training

More questions about Care Management?

Post a question on the forum –

https://www.healthteamworks.org/forum

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Join Now

https://www.healthteamworks.org/membership/levels

Upcoming Events

Expert Panel: Reinventing Physician Leadership in a Value-Based Environment

June 12, 2019
11:00 a.m. MST/12:00 p.m. CST

https://www.healthteamworks.org/center/events

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Limited Time:
Founding Member Pricing

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