



The Tools and Teamwork of Risk Stratified Care Management 8/8/18 Chat Transcript

From Karen York (11:11 AM):

What are the two greatest impacts of care management that you have experienced in your organization?

From Stephanie Phibbs (11:13 AM):

Can you describe some of the breadth and depth of self-management support teams provide for different populations- how you have seen that best incorporated into team-based care?

From James Plummer (11:13 AM):

encouraged true collaboration with the care team and improved health care quality

From Tammy Ray (11:22 AM):

Keeping in mind the level of education/understanding when setting a goal. As RN's we tend to have higher goals than the patient.

From Rita Richter (11:22 AM):

How can we get a score card?

From Kristen Stine (11:23 AM):

"Good point, Tammy! It's tough to meet the patient where they are and support them in moving at their own pace.

From Kristen Stine (11:25 AM):

What tools have our attendees used to define the role of your Care Manager?

From Kathy Brown (11:25 AM):

Our nurse care managers are part of our primary care health home so we used the info in Section 2703 of the Affordable Care Act to help define their role.

From Tammy Ray (11:26 AM):

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From Jed Constantz (11:28 AM):

Family Medicine for America's Health has been working to identify that portion of a periodic payment in advance of care that supports Care that is coordinated across the health care system, including specialty care and community services; and patients receive timely follow-up after emergency room or hospital visits. What work has HealthTeamWorks done in an effort to help identify that type of primary care investment?

From James Plummer (11:28 AM):

must utilize the four C's: Creativity, Critical Thinking, Communication and Collaboration

From Kristen Stine (11:29 AM):

I like the addition of creativity. Each patient is different and each situation is different. We have to be able to adapt

From James Plummer (11:30 AM):

must practice Emotional Intelligence also...

From Shelli James (11:30 AM):

Need empathy and non-judgement

From Stephanie Phibbs (11:31 AM):

Have you assumed these are nurses?

From Christine Baron (11:31 AM):

I'm a Social Worker!

From Sharelle Hatley (11:31 AM):

I hear that Nurses are only being referenced as Care Managers. Are there any Social workers on this call that are care managers?

From Stephanie Phibbs (11:32 AM):

Yes, agreed- I just wondered if you were talking about nurses exclusively

From Annette Camarano (11:32 AM):

I'm an LCSW!!

From Vickie Collins (11:32 AM):

Must have patience

From Vickie Collins (11:32 AM):

Must be able to build a rapport with the staff and providers



From Analisa Cole (11:35 AM):

I think the importance to team-based care, no matter whether the CM is a medical assistant, RN, or SW; to be effective everyone needs to be working at the top of their license. Physicians should manage treatment and the CM should be able to address resources, education, etc.

From Kristen Stine (11:38 AM):

Also a different challenge for an existing team member transitioning to the Care Manager role.

From Abe Herrera (11:38 AM):

Have an understanding of the cultural traits of your patients including language skills

From Vickie Collins (11:38 AM):

Totally agree. Teamwork is a must!

From Kristen Stine (11:45 AM):

What risk stratification approaches or models are our attendees using?

From Analisa Cole (11:45 AM):

John Hopkins Risk Stratification

From Colleen Schiffhauer (11:46 AM):

Mercy Risk Stratification Tool

From Lisa Daken (11:46 AM):

We use the social history part of our EHR. Patients are asked ""· In the past 12 months, have you had financial concerns being able to pay for medications, housing, utilities, food? (Y/N question) · In the past 12 months, have you been to the ER more than 2 times? (Y/N question) · In the past 12 months, have you had any major stresses/changes in your life such as financial stresses, health issues of maily member, or changes in living arrangements? (Y/N question) · Do you feel physically and emotionally safe where you currently live? (Y/N question)

From Ashley Willson (11:47 AM):

We utilize the KCI score that updates automatically in our EMR every 15 minutes

From Analisa Cole (11:47 AM):

We like to focus on rising risk and target those scores change month to month

From Tammy Ray (11:48 AM):

Starting with risk stratification score alone with frequent ER/Hospital visits.

From Kristen Stine (11:50 AM):

@Ashley Wilson - Is there an opportunity for the care team to validate the score?



From James Plummer (11:52 AM):

our approach to Risk stratification is to target patients at various levels of risks, and to schedule follow-ups to keep them aligned with their care plans.

From Kristen Stine (11:53 AM):

@James Plummer - How are levels of risk determined

From Taya Kohlen (11:53 AM):

The care team can validate the score through a chart review, and can also change the score depending on the intervention.

From James Plummer to All Participants (11:55:27 AM):

algorithms from EHR and provider/care team input

From Chad O'Kane to All Participants (11:56:44 AM):

@Colleen Schiffhauer I'm interested in what Mercy you work with. If you are with Mercy Health System out of St. Louis, I'm interested in your risk stratification tool in relation to Epic and how risk strat is documented there.

From James Plummer to All Participants (11:57:26 AM):

I identify all and every webinar available and encourage networking with other care managers in the area

From HealthTeamWorks Training and Education to All Participants (11:57:51 AM):

Great method James. Thank you!

From Chad O'Kane to All Participants (11:58:28 AM):

Thanks for that.

From Mary Reeves (11:58 AM):

I just wanted to remind everyone of the importance of Health Literacy in working with patients - particularly "difficult" patients. Often improving HL helps them jump forward in their self management.

From Mary Reeves (11:58 AM):

Thanks for a great discussion!

Lori Lahrmann-O'Hearn (11:59 AM):

Yes Mary Reeves! That is such an important point!!

Analisa Cole (11:59 AM):

We just collaborated with HealthTeamWorks and offered the CM training for our practices; we received good feedback



From Kristi Bohling-DaMetz (11:59 AM):

Many thanks to all for joining us in today's conversation. We look forward to engaging with you in future round table discussions! Let us know what other topics are most helpful to all of you.

From Vickie Collins (11:59 AM):

Thank you so much! Very informative...

From Stephanie Phibbs (12:00:PM):

thank you!