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“I diagnosed ‘abdominal pain’ when the real problem was hunger, I confused social issues with medical problems in other patients, too. I mislabeled the hopelessness of long-term unemployment as depression and the poverty that causes patients to miss pills or appointments as noncompliance. In one older patient, I mistook the inability to read for dementia. My medical training had not prepared me for this ambush of social circumstance. Real-life obstacles had an enormous impact on my patients’ lives, but because I had neither the skills nor the resources for treating them, I ignored the social context of disease altogether.”

—Laura Gottlieb, MD
University of California San Francisco

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Introductions

Your **name**?

What do you **do**?

What **agency** do you work for?

What **Lead Organization/s** will you work with?

Briefly state, your **relevant work experience**.

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Purpose

Provide the core curriculum for Health Homes in Washington State for Lead Organizations and Care Coordination Organizations (CCOs)

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Learning Objectives and Agenda Overview

The six Health Home services

Outreach and engagement strategies

Care coordination key components and delivery mechanisms

Administration of Insignia's Patient Activation Measures® and how to use the level of activation to develop a Health Action Plan

5

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5

Learning Objectives and Agenda Overview (cont.)

Administration of mandatory screens and optional screens

Documentation of the delivery of Health Home Services in progress notes and Health Action Plans

Required elements for Care Transitions

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Overview of the Curriculum

Classroom Training Manual with important forms and documents

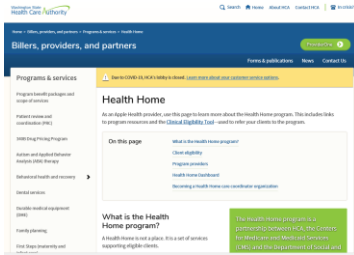
Location of the manual on the DSHS training Website:
<https://www.dshs.wa.gov/altsa/stakeholders/washington-health-home-program-core-training>

7

7

The Health Care Authority (HCA) Website

<https://www.hca.wa.gov/billers-providers-partners/programs-and-services/health-homes>



8

8

The DSHS Website

<https://www.dshs.wa.gov/altsa/washington-health-home-program>



Training, resources, newsletter and webinar invitations & presentations are located on the DSHS ALTSA website

9

9

Fundamentals

Health Homes and the Affordable Care Act
 Washington's model
 Eligibility
 The Health Home services
 Health Home tiers and billing

10

10

What are Health Home Services?

Clients receiving Health Home services will be assigned a Health Home Care Coordinator who will **partner** with client, their families, doctors and other agencies providing services to **ensure coordination** across these systems of care.

The primary role of the Health Home Care Coordinator is to work with their client to **develop** a Health Action Plan that is **person-centered**.

In addition, the Health Home Care Coordinator will make in-person **visits** and be available by telephone to **empower the client** to take charge of their wellness.

11

11

Let's look at a
 sample Health
 Action Plan
 (HAP)



12

12

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Sample HAP for Jordan Larson

[illegible]

13

13

The Patient Protection and Affordable Care Act

Health Homes are described in:

Section 2703 of the Patient Protection and Affordable Care Act. State option to provide health homes for clients with chronic conditions.

<https://www.medicaid.gov/medicaid/long-term-services-supports/health-homes/index.html>

14

14

Washington Opts In

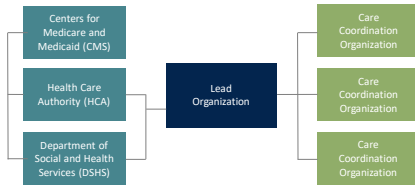
The primary goals of the Health Home Program include:

- Improve the quality and coordination of care across systems of care
- Reduce expenditures
- Increase confidence and self management of health goals
- Provide a single point of contact to bridge systems of care

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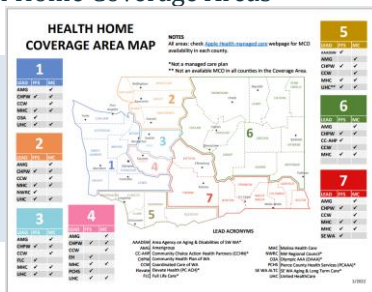
Washington State Model of Health Home



16

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Health Home Coverage Areas



17

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Who May Become a Health Home Care Coordinator?

Care Coordinators may be employed by:

- Lead Entity or
- Care Coordination Organization that has contracted with a Lead

Required education or licensure:

- Current license as registered nurses, advanced registered nurse practitioners, practical nurses, psychiatric nurses, psychiatrists, physician assistants, clinical psychologists, mental health counselors, agency affiliated counselors, marriage and family therapists or certified chemical dependency professionals; or
- Master's or Bachelor's in social work, psychology, social services, human services and behavioral sciences; or
- Certified Medical Assistants with an Associate Degree or Indian Health Service (IHS) Certified Community Health Representatives (CHR)

18

18

Who May Be Covered By Health Homes?

1. Dual Eligible

- Eligible for Medicare and Medicaid
 - Uses Fee-For-Service (FFS) traditional Medicare/Medicaid providers

2. Apple Health

- Managed Care Organizations (MCO) plans

3. Fee-for-Service: traditional Medicaid coverage for those not dually eligible

19

19

Eligibility for Health Home Services

- Must be on active Medicaid, includes dually eligible (Medicaid and Medicare)
- Must have one chronic condition
- At risk for a second chronic condition
 - PRISM score of 1.5 or higher (Indicates risk for a second chronic condition)

Note: includes all ages

20

20

The Health Home Services

Health Home services are designed to:

- ✓ See the client in their home or location of their choice
- ✓ Conduct screenings to identify health risks and referral needs
- ✓ Set person-centered goals that will improve client's health and service access
- ✓ Improve management of health conditions through health action planning, education, and coaching

21

21

The Health Home Services (cont.)

- ✓ Support changes to improve client's ability to function in their home and community and increase self-management of their chronic disease/s
- ✓ Slow the progression of disease and disability
- ✓ Access the right care, at the right time, the right place, and the right provider

22

22

The Health Home Services (cont.)

- ✓ Successfully transition from hospital to other care settings and get necessary follow-up care
- ✓ Reduce avoidable health care costs
- ✓ Make health care decisions during evenings or weekends when the Health Home Care Coordinator is not available

Note: Health Home services do not duplicate other services

23

23

Let's Pause to Check for Understanding



Do you have any experience with the program that you wish to share?

Do you have any questions?

24

24

The Six Health Home Services

- 1 Comprehensive care management
- 2 Care coordination
- 3 Health promotion
- 4 Comprehensive transitional care
- 5 Individual and family support
- 6 Referral to community and social support services

25

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25

1 Comprehensive Care Management

1. Provides in-person periodic follow-up using face-to-face visits and telephone calls
2. Includes state approved required and optional screenings and assessments

26

26

1 Comprehensive Care Management (cont.)

3. Assesses the client's readiness for self-management and promotes self-management skills so the client is better able to engage with health and service providers
4. Initiates discussion about advance care planning and assists the client and family (with the client's consent) to access assistance if they wish to pursue advance care planning or an advanced directive

27

27

1 Comprehensive Care Management (cont.)

5. Monthly (or more often as needed) contacts:

- Provides continuity of care
- Supports the achievement of self-directed health goals
- Improves functional or health status or prevent or slow declines in functioning

28

28

2 Care Coordination

1. Provides cross-system care coordination to assist the client to access and navigate needed services
2. Uses the Health Action Plan (HAP) as the person-centered care management plan

29

29

2 Care Coordination (cont.)

3. Fosters communication between the providers of care including:
 - Primary Care Physicians (PCPs)
 - Medical and behavioral health specialists
 - Entities authorizing behavioral health and Long Term Services and Supports (LTSS)

30

30

2 Care Coordination (cont.)

4. Bridges all of the client's systems of care, including non-clinical support such as food, housing, legal services, transportation, etc.



31

31

2 Care Coordination (cont.)

5. Coordinates and may supervise the work of allied, lay, or administrative staff
6. Provides informed interventions that recognize and are tailored to the medical, behavioral, social, economic, cultural, and environmental factors impacting a client's health and health care choices

32

32

2 Care Coordination (cont.)

7. Promotes:
- Optimal health outcomes through health action planning
 - Outreach and engagement activities that support the client's participation in their care
8. Uses peer supports, support groups, and self-care programs to increase the client's knowledge about their health care conditions and improve adherence to prescribed treatment

33

33

2 Care Coordination (cont.)

9. Provides opportunities for mentoring and modeling communication with health care and other providers by:
- Modeling or monitoring phone conversations with health care staff and others
 - Rehearsing a visit with a provider to prepare the client for their appointment
 - Participating in joint office visits and appointments

34

34

3 Health Promotion

1. Uses self-management, recovery, and resiliency principles including supports identified by the client
2. Considers the client's activation level to determine the coaching, teaching, and support plan for the client

35

35

3 Health Promotion (cont.)

3. Provides wellness and prevention education to include routine and preventative care (e.g. immunizations)
4. Links the client with resources to promote a healthier lifestyle

36

36

4 Comprehensive Transitional Care

1. Prevents avoidable readmission after discharge from an inpatient facility (hospital, rehabilitative, psychiatric, skilled nursing, substance use disorder treatment facility, or residential habilitation setting)
2. Ensures proper and timely follow-up care

37

37

5 Individual and Family Support

1. Recognizes the unique role the client may give family, identified decision makers and caregivers in assisting the client to access and navigate the health care and social service delivery system
2. Supports health action planning

38

38

5 Individual and Family Support (cont.)

3. Identifies the role that families, informal supports, and paid caregivers provide to:
 - Educate and support self-management, self-help, and recovery
 - Achieve self-management and optimal levels of physical and cognitive function

39

39

5 Individual and Family Support (cont.)

4. Educates and supports family informal supports and caregivers

- Increases their knowledge of chronic conditions
- Promotes the client's engagement and self-management
- Helps the client adhere to their prescribed medications and treatments

40

40

5 Individual and Family Support (cont.)

5. Includes:

- Discussions about advance care planning with clients and their families
- Communication and information sharing with clients and their families and other caregivers
- Consideration of language, activation level, literacy, numeracy, and cultural preferences

41

41

6 Referral to Community and Social Support Services

1. Provides assistance to obtain and maintain eligibility for health care services, disability benefits, housing, LTSS, and legal services
2. Completes referrals to community and social support services to support the client in achieving health action goals including:
 - LTSS
 - Mental health and substance use disorder providers
 - Other community and social services support providers as needed

42

42

6 Referral to Community and Social Support Services (cont.)

3. Provides support by:

- Identifying community-based resources
- Actively managing referrals
- Advocating and assisting on behalf of the client to access care and community and social supports

43

43

Multidisciplinary Care Teams and Allied Staff

- As a Care Coordinator you may coordinate and facilitate multidisciplinary care teams:
 - Establishing a team to provide cross systems care coordination on behalf of the client
 - Establishing or working with an existing multidisciplinary care team to discuss discharge planning with hospitals, nursing facilities, and other institutions
- As a Care Coordinator you may work with allied staff:
 - Care Coordinators may enlist the help of allied staff including:
 - Community Health Workers, mental health peer support specialists, outreach specialists, Community Connectors, patient navigators, wellness coaches, and other lay staff

44

44

Health Home Tiers

Tier One	Tier Two	Tier Three
Initial engagement and action planning	Intensive level of care coordination	Low level of care coordination

45

45

Tier One Services

Tier One Tier Two Tier Three

Requires a face-to-face visit to:

- ✓ Introduce Health Home services
- ✓ Assess the client's health and other needs
- ✓ Confirm the client's agreement to participate
- ✓ Obtain signatures for participation authorization and information sharing consent
- ✓ Complete required and optional screenings

46

46

Tier One Services (cont.)

Tier One Tier Two Tier Three

- ✓ Develop the first Health Action Plan (HAP)
- ✓ Document activities
- ✓ Complete the HAP within 90 days that the client was assigned to your agency
- ✓ Bill **one time** only

47

47

Tier Two Services

Tier One Tier Two Tier Three

- ✓ Intensive level Health Home care coordination
- ✓ Requires at least one face-to-face visit each month
- ✓ Typically includes multiple calls to client, family, caregivers, legal representatives, and providers
- ✓ Includes other activities as needed:
 - Health education and coaching
 - Referrals to providers
 - Care transitions planning and follow up
 - Consultation with care providers and medical and behavioral healthcare providers

48

48

Tier Three Services

Tier One Tier Two Tier Three

- ✓ Low level Health Home care coordination
 - Care Coordinator supports maintenance of the client's self-management skills with periodic face-to-face visits and/or phone calls
- ✓ Client may request fewer contacts
 - Movement to this tier is not for the Care Coordinator's convenience
- ✓ The client's chronic condition stabilizes and demonstrates a high level of activation in self-management of health

49

49

Tier Three Services (cont.)

Tier One Tier Two Tier Three

- ✓ The HAP must be reviewed with every contact:
 - The HAP is the foundation of your relationship
 - Review progress toward goals
 - Identify new or unidentified care opportunities
- ✓ At least one of the six Health Home services must be provided:
 - When a client requests fewer contacts they may not want to be contacted each month so do not bill for months when no contact or no services were provided

50

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Billing for Services

- Contact may not occur monthly depending on the client's needs and the Health Action Plan (HAP)
 - Bill only for months when service was provided
- The HAP must be reviewed at least once during each four month activity period or more often as needed to monitor and update the goals and action steps and administer the required screenings
- Document the core service/s provided to support billing

51

51

Let's Pause to Check for Understanding



Do you have any questions about the six core services or the 3 payment tiers?

52

52

Outreach

Client outreach
Client enrollment materials
Consent and opting out
Client engagement

53

53

Client Outreach

Using "smart assignment" the Lead Organization will provide the CCO with a list of clients who meet the eligibility requirements for Health Home services

The Health Care Authority (HCA) will send **Fee-for-Service** clients the Health Home letter and "Your Washington State Health Home Booklet"

Lead Organizations that are **Managed Care Organizations (MCO)** will send their enrollment materials to their members

Care Coordinator, support staff, or Outreach Specialist may make first contact and schedule a face-to-face visit

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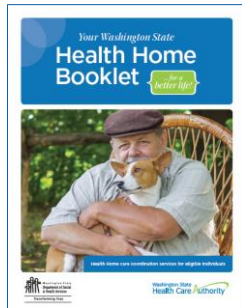
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Welcome Booklet for Fee-for-Service Clients

Flyers and brochures are available under the HCA's website:

<http://www.hca.wa.gov/billers-providers/programs-and-services/resources-0#care-coordinator-training>

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Sample Outreach Script

Tips for effective outreach calls:

- ✓ Keep it **brief**
- ✓ Don't rush
- ✓ Ask questions and **listen**
- ✓ Ask if someone else should be present at the first visit
- ✓ **Wrap up**, confirming the visit date and time
- ✓ **Thank** them for their time and interest

[illegible]

56

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56

Participation Authorization and Information Sharing Consent Form

[illegible]

57

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Part 1 of the form

Participation Authorization portion of the form must be signed

Washington State Health Care Authority

Health Home Participation Authorization and Information Sharing Consent

1 Participation Authorization

I, _____, agree to participate in the Health Home program with _____

Print name of beneficiary Print name of Health Home Lead

Signature of beneficiary or beneficiary's legal representative

Date

58

58

Part 2 of the form:

Information Sharing
Consent portion of
the form must be
signed in order to
release information
to any party listed on
the back of the form

2 Information Sharing Consent

Your health information is private and cannot be given to other people unless you agree or authorize Washington State or another state to allow the information to be shared. The providers/partners that can get and use your health information must agree as their use. This is true if your health information is on a computer system or on paper in addition to laws that apply to all types of health information. (Check, and provide greater protection of information needed to already transmissible disease, mental health treatment, and substance use disorder)

I agree that my health home can obtain all of my health information from the providers/partners listed on this form to coordinate my care. I also agree that the health home and the providers/partners listed on this form may share my health information with each other and other providers/partners involved in managing my care. I understand the form has the place of any other health home participation authorization and information sharing consent forms. I may have signed before. I can change or modify my consent at any time by signing a Health Home Participation Opt Out/Revoke Services form and giving it to my health home.

PLEASE NOTE: If your health records include any of the following information, you must also complete this section to include these records.

I give my permission to disclose information about please put initial next to all that apply:

_____ Mental health, _____ HIV/AIDS and STD test results, diagnosis, or treatment

Note: To give consent for the release of test results, diagnosis, or treatment information you must complete a separate Release of Information (ROI) for Substance Use Disorder (SUD) Services form.

Please initial the appropriate check boxes.

This consent is valid _____ as long as my health home needs my records for this program, or _____
date or event

I may revoke or withdraw this consent at any time in writing, but that will not affect any information already shared. A copy of this form provides my permission to share records.

Print name of beneficiary

Beneficiary's date of birth

Signature of beneficiary or beneficiary's legal representative

Date

Print name of legal representative of beneficiary

Relationship of legal representative to beneficiary

1-800-440-3000

59

59

Page 2 of the form:

Print name of Health Home beneficiary

List the name of participating providers/partners	Beneficiary gives consent		Beneficiary withdraws consent	
	Date (MM/DD/YYYY)	Initials	Date (MM/DD/YYYY)	Initials
Post Care Coordination Org. (CCO)/Lead				
Post CCO/Lead				

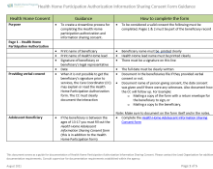
Print your providers/partners on page two.

60

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Participation Authorization and Information Sharing Consent Form

- Guidance document to create a streamline process for completing the form
- Learning module on completing the form is available
- Form must be reviewed annually with the client
- Both pages (1 & 2) must be present in the client file



Section	Description	Link to Consent Form
Page 1: Health Care Information	Consent to release health care information for the purpose of providing care, treatment, or services to the client.	Page 1: Health Care Information
Page 2: Financial Information	Consent to release financial information for the purpose of providing care, treatment, or services to the client.	Page 2: Financial Information

61

61

Outreach to Foster and Adoptive Children

- The DSHS Fostering Well Being Unit (FWB) must be contacted before contacting foster parents
 - Foster parent contact information is confidential and can only be released by the Department of Children, Youth, and Families Social Worker
 - The FWB unit can identify the social worker assigned to the child so care coordinators can reach out to them regarding the child
- Adoptive Children
 - The Foster Care Medical Team at HCA can also assist with identifying the child's adoptive parents. Call the HCA's Customer Service line at: 1-800 562-3022 Ext. 15480 (you will need your agency's NPI number in order to speak to a representative)
- Most adoptive and foster care children receive managed care through Coordinated Care of Washington

62

62

Special Release of Information for Adolescents

Children ages 13 through 17 years must sign a consent form to release their information related to:

- Mental health
- Reproductive health
- Chemical dependency



63

63

Adolescent Consent Form

For children 13–17 years of age

The form is titled "Health Care Services – Adolescent Information Sharing Consent". It contains sections for "Consent to Share Information", "Consent to Receive Information", and "Consent to Participate in Research". It also includes a section for "Consent to Participate in Clinical Trials". The form is designed for adolescents aged 13-17 and their parents/guardians.

64

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64

Release of Information Form for Substance Use Disorders

HCA form 13-335 (3/16)

The form is titled "Release of Information (ROI) for Substance Use Disorders". It includes sections for "Patient Information", "Provider Information", "Release of Information", and "Signature". It is designed for patients and providers to authorize the release of information related to substance use disorders.

65

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65

Tribal Relations

- Each Tribe is a sovereign nation
- Work with your Lead to determine the protocol for contacting reservation residents
 - Each tribe will have a different protocol and contact people
 - Always respect tribal sovereignty when entering tribal lands/reservations even if your client is not a tribal member
 - At a minimum, on weekends and after hours, stop by law enforcement and let them know who you are and who you are needing to contact

66

66

Opting Out

Clients have the right to:

- Opt out of the program before services begin
- Opt out at any time after services begin
- If your client requests to re-enroll in the program the Care Coordinator can contact the Lead to request re-enrollment

70

70

Opt Out Form

- The client may complete and sign the form or the Care Coordinator or allied staff may complete the form on the client's behalf
- Mail a copy to the client because it contains information on how to re-enroll in the program if they change their minds

71

71

Client Vignettes

We will use these vignettes throughout our training activities:



72

72

Small Group Work



Review the profile of your client

Record the following on your flip chart:

- Client profile: briefly **describe** your client
- What actions would you take to reach out to the client and **engage** them in the program?

73

73

Let's Pause to Check for Understanding



What experiences have you had when you have initially contacted new clients in the past? What worked or didn't work?

Do you have any questions?

74

74

PRISM A Care Coordination Tool

Predictive Risk Intelligence System

75

75

Today's Presenter

Candace Goehring, MN, RN

- Director of Residential Care Services
- Dept. of Social and Health Services
- Aging and Long Term Support Administration



76

76

PRISM

A Decision Support tool designed to support care management interventions for high-risk clients

- ✓ Identification of clients most in need of comprehensive care coordination based on risk scores developed through predictive modeling and other indicators
- ✓ Integration of information from medical, social service, behavioral health, and long term care payments and assessment data systems
- ✓ Intuitive and accessible display of client health and demographic from administrative data sources

77

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Risk Tools

1. Future Medical Cost Risk Score

Calculates expected level of future costs relative to a comparison group

2. Inpatient Admission Probability

Calculates the probability of an inpatient admission in the next 12 months

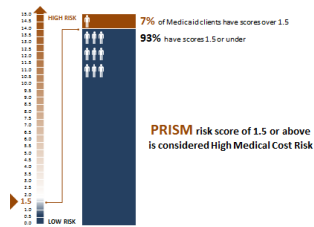
3. Mental Illness Flag

4. Substance Use Flag

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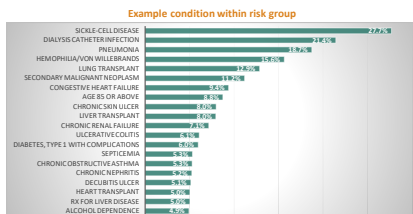
Defining High Future Medical Cost Risk



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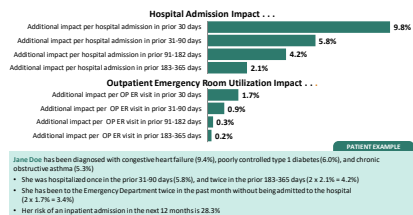
Prospective Inpatient Admission Probability



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Prospective Inpatient Admission (cont.)



81

81

Risk Profile

Home Search PRISM Health Report

Events AD Elig Risk IP Score Claims OP IP Rv ER AOD MHI

DEMOGRAPHICS...

Name: KNUT, SACHA DOB: 1945-03-05

Gender: F Age: 71

PI ID (ACES): 100234567WA (002123456) Phone: (855) 256-1854

RISK PROFILE FOR SERVICE DATE RANGE FROM 2013-06-03 TO 2014-09-12

Risk Score: 4.08 IP Admit Risk Score: 95.0%

Primary Risk: Cardiovascular, medium Secondary Risk: Renal, very high

Mental Illness: Psychiatric, medium low Substance Abuse: No

82

82

Risk Factors

Risk Category	Risk Factor	Claims	Last Date	Risk Score	Weight
Cardiovascular	CHL PULMON HEART DIS NOS	1	2014-02-08	0.73	17%
Renal	CHRONIC KIDNEY DIS APPROPRIATE TERM NOS	2	2014-04-28	0.59	16%
Respiratory	PNEUMONIA NOS	4	2014-02-08	1.42	35%
Endocrine	PULMONARY COLLAPSE	2	2014-09-08	0.32	7%
Cardiovascular	DIFFERENCE OF LIVER NOS	6	2014-03-08	2.34	5%
Diabetes	GLUCOPHYL TAD 100 MG	1	2014-02-08	0.2	4%
Medication	FLUOROCORTICONE ACETATE TABS 1 MG	3	2014-03-18	0.2	4%
Diabetes	DIAB HYPOSENSITIVE NOS	7	2014-03-08	0.16	4%
Diabetes	GLUCOPHYL TAD 100 MG	13	2014-03-08	0.16	4%
Diabetes	METFORMIN HCL TABS 500 MG	11	2014-03-17	0.17	4%
Cardiovascular	WILLIAMS HCL TAB 20 MG	8	2014-03-08	0.17	4%
Cardiovascular	OMEPRAZOLE CAPSULES RELEASE 20 MG	2	2014-07-28	0.16	3%
Medication	HYPERPROLACTINEMIA	3	2014-04-03	0.11	2%
Psychiatric	BRITANNIA HCL TAB 100 MG	1	2014-03-08	0.08	2%
Medication	ASTHROPHON TAB 200 MG	3	2014-03-31	0.08	1%



83

83

Risk Factor Methodology for Identifying Eligible Clients:

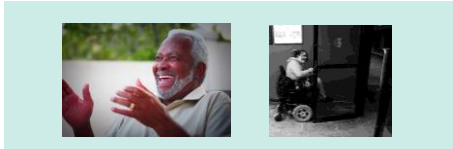
- Medical expenditure risk factors include the following:
 - Age
 - Gender
 - Diagnoses
 - Prescriptions

Note: the Health Home program was designed only to identify the top 5-7% of the Medicaid population and cannot accommodate everyone who could benefit from care coordination

84

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Why Do We Focus on Risk?

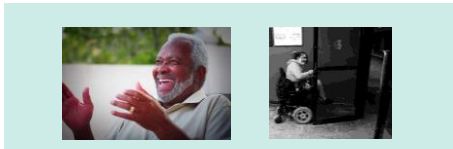


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What We Have Learned About Dual-Eligible Clients

Chronic conditions are more prevalent for dual-eligible clients

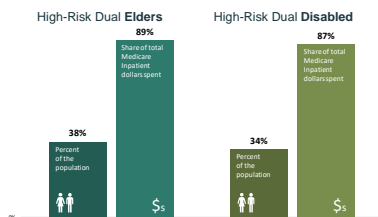


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Duals with High Risk Scores

Disproportionate share of Medicare Inpatient costs



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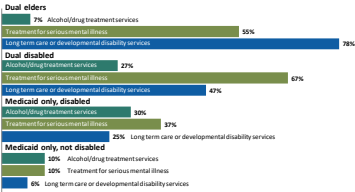
Pharmacy Profiles: High-risk Dual Eligibles
Persons with at least 1 month of dual Medicaid/Medicare enrollment in SFY 2010

THERAPY CLASS	SUMMARY DRUG DESCRIPTIONS	Elders	Disabled
		Percent	Percent
Cardiac	Ace inhibitors, beta blockers, nitrates	85.5%	69.5%
Pain	Narcotics	61.3%	72.2%
Depression/Anxiety	Antidepressants, anti-anxiety	61.2%	73.2%
Hyperlipidemia	Anti-hyperlipidemics	51.2%	43.2%
Gastric Acid Disorder	Cimetidine	58.7%	60.2%
Diabetes	Insulin, sulfonylureas	38.1%	34.8%
Asthma/COPD	Inhaled glucocorticoids, bronchodilators	36.0%	41.1%
Seizure disorders	Anticonvulsants	28.0%	48.0%
Psychotic illness/Bipolar	Antipsychotics, lithium	20.1%	31.8%
Alzheimer's	Tacrine	13.9%	1.5%
Anti-coagulants	Heparins	18.3%	11.5%
Multiple Sclerosis/Paralysis	Baclofen	11.5%	33.8%

88

88

Why Focus on Coordination Across Delivery Systems?
High-risk clients are likely to have service needs in multiple delivery systems



89

89

Accessing PRISM

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PRISM User Responsibilities

- Your Lead Organization's PRISM coordinator will:
 - Instruct you on the registration process
 - Determine the type of access you receive
- Keep contents confidential and private
- Don't share your password
- Annually update your agency's IT security and HIPAA confidentiality training
- Contact your Lead Organization if your profile information changes

91

91

PRISM Use

- Only access, use, and disclose the minimum amount of data to perform your job and assist the client
- Report suspected or actual security breaches to your Lead Organization immediately
- PRISM is monitored continuously and access may be suspended or terminated for unusual or potentially unauthorized activity
- Violations of RCW and HIPAA may result in severe criminal or civil penalties

92

92

How Do I Use PRISM in my Role as a Care Coordinator?

93

93

Uses of PRISM

- Triaging high-risk populations to efficiently allocate scarce care management resources
- Identification of health risk indicators for high-risk patients
- Identification of behavioral health needs
- Medication adherence monitoring
- Identification of other potential barriers to care
 - Homelessness
 - Hearing impairment
 - Limited English proficiency

94

94

Uses of PRISM (cont.)

- Access to treating and prescribing provider contact information for care coordination
- Creation of health summary reports to share with providers
- Identification of care opportunities



95

95

Keys for Effective PRISM Use

- **Be bold!** You can't hurt anything
- Check eligibility tab to determine completeness and coverage gaps
- Consider possibility of false positive diagnoses
 - Can include "Rule Out" diagnoses
 - Diagnoses reflect standard uses of medications, not off-label uses

96

96

Keys for Effective PRISM Use (cont.)

- Consider lag times – PRISM updates weekly but providers may be slow to submit their claims
- Out of pocket payments or private insurance payments will not display in PRISM
- Alcohol and drug treatment services are redacted and will not appear. If alcohol or substance use have been noted by a provider in other health services events then a flag (yes) will display

97

97

Keys for Effective PRISM Use (cont.)

- Mental Health: this is created as a flag that the client may need mental health services. It is based on either prescriptions or diagnoses from other health service events.
- Tailor how you will use PRISM data with your client
 - How much information will you share?
 - Will this information serve to activate your client and reinforce their changes?

98

98

PRISM Data

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99

PRISM Screens

Events	Event timelines for Inpatient, Outpatient, ED, Medicare and Medicaid
AD	Drug adherence timelines for all prescription drugs
Risk Factors	Key Medical and Behavioral Health Risk Areas
Eligibility	Detailed eligibility and demographic data
Claims	All medical claims and encounters
OP	Outpatient claims
RX	Prescriptions filled
IP	Inpatient admissions
ER	Outpatient emergency room visits
LTC	Long term care services
Lab	Laboratory
Providers	Provider list with links to contact information
MH	Mental health services
CARE	Long-term care functional assessments
HRI	Health risk indicators (for Children)

100

100

Let's Look at a De-identified Case



101

101

PRISM Screens

PRISM can assist you in your care coordination duties

102

102

Use the Eligibility Screen to Verify Current Coverage and Gaps

- Has the client been previously covered by another MCO?
 - If so there may be a HAP already in the system
- Is the client currently eligible?
- Are there any gaps in coverage?

Eligibility Period	Start Date	End Date	Status	Reason
1	2/10/2021	2/10/2022	Eligible	Initial Enrollment
2	2/10/2021	2/10/2022	Eligible	Continuation of Coverage
3	2/10/2021	2/10/2022	Eligible	Continuation of Coverage
4	2/10/2021	2/10/2022	Eligible	Continuation of Coverage

103

103

Identifying Long Term Care Services: the CARE Tab

ID	Type	Status	Date	Problem Description
100000	Annual	Current	2/10/2021	Annual Review to determine continued eligibility
100000	Significant Change	Historical	2/10/2020	Significant Change review due to loss of HAP and loss of HAP
100000	Annual	Historical	2/10/2019	Annual Review to determine continued eligibility
100000	Significant Change	Historical	2/10/2018	Significant Change

104

104

Long Term Care Payments

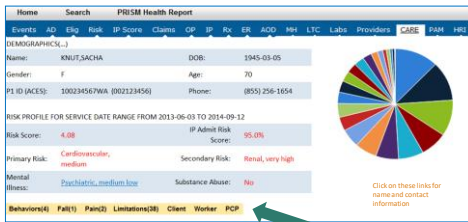
Service Start Date	Service End Date	Service Description	Rate Amount	Service Units	Unit Type
2/10/2021	2/10/2022	COMPETITIVE Nursing	\$22.00	1	100
2/10/2021	2/10/2022	COMPETITIVE Nursing	\$22.00	1	100
2/10/2021	2/10/2022	COMPETITIVE New Service	\$22.00	1	100
2/10/2021	2/10/2022	COMPETITIVE New Service	\$22.00	1	100
2/10/2021	2/10/2022	COMPETITIVE New Service	\$22.00	1	100
2/10/2021	2/10/2022	COMPETITIVE New Service	\$22.00	1	100

105

Payments may also be located under Claims screens

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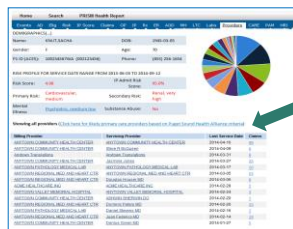
Identifying the LTSS Case Manager



106

106

Another way to find the PCP



107

107

PRISM Health Report

- See your training manual for an example for John Doe
- Value of these reports:
 - Helps promote self-management
 - Supports the client as their own historian
 - Provides a snapshot of the various look-back periods for the various screens
 - Promotes continuity of care between health care providers

108

108

Let's Pause the Video to Check for Understanding



- Have you used PRISM in the past and what was your experience? How did you use the information about your client?
- Do you have any questions?

109

109

How to Make a Referral

- **If a Care Coordinator identifies someone who may benefit from Health Home services the Care Coordinator may:**
 - Contact your Lead Organization
 - The Lead Organization can email the Health Home program to see if the client is eligible and/or is already enrolled with a Health Home Lead
 - If the client does not have a PRISM score of 1.5 consider if there are recent major changes to health which may qualify them
 - Refer the case to their Lead Organization and include any additional information that may support the referral

110

110

How to Make a Referral (cont.)

The Lead will submit the referral to the Health Care Authority (HCA)

- The Lead may be aware that the client is already assigned to another CCO
- The Lead may refer the case to a different CCO if HCA approves services
- The HCA may not approve the services
- The HCA may choose to refer the case to another Lead

111

111

Reminder: Contact Requirements for Foster Children

- To identify if a child is receiving foster care check the PRISM eligibility screen
- Contact Department of Children, Youth and Families, not the foster parent for initial outreach

112

TRAINING

112

Final Thoughts on PRISM

- Use this tool to optimize Health Action Planning and client support
- Report all suspected or actual security breaches to your Lead Organization immediately
- PRISM is monitored continuously and access may be suspended or terminated for unusual or potentially unauthorized activity

113

113

Final Thoughts on PRISM (cont.)

- Review your clients only: violations of RCW and HIPAA may result in severe criminal or civil penalties
- Do not release the client's reports without the client's written consent to release PRISM information

114

TRAINING

114

Where to Turn for Assistance

115

115

Where to Turn for Assistance

Contact your Lead Organization

PRISM Support (DSHS Research and Data Analysis)

prism.admin@dshs.wa.gov

Health Care Authority Health Home Program

healthhomes@HCA.wa.gov

116

116

Practice Using PRISM

Let's return to our vignettes and begin our small group activity



117

117

TRAINING

Small Group Work



Navigate and review the Excel spreadsheet to analyze your client's use of services

- What is PRISM Risk Score and IP Admit Risk Score?
- What did you note about your client in reviewing the screens in PRISM?
- What issues or gaps in care* did you identify that you would like to discuss with your client?

*Gaps in care means the identification, coordination, and processing of needed referrals to meet a client's medical, behavioral health, and social service needs.

118

118

Let's Pause to Check for Understanding



If you have used PRISM in the past which screens did you find most helpful?

Do you have any questions?

119

119

Motivational Interviewing and Coaching

120

120

The Spirit of Motivational Interviewing (MI)

- Empathic “way of being”
- Collaborative – Partnership of experiences
- Evocative – Draws out, elicit ideas, identifies barriers, and explores solutions
- Encourages autonomy and provides support

121

121

Engagement – Setting the Agenda

Begin with an attitude of curiosity and a desire to understand more

Learn how the client’s behaviors or concerns fit into the person’s situation or world view

Be transparent and communicate your intentions and purpose

122

122

Join the Client on their Health Path

Explore:



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123

Join the Client on their Health Path (cont.)

Five Steps for Success:



124

124

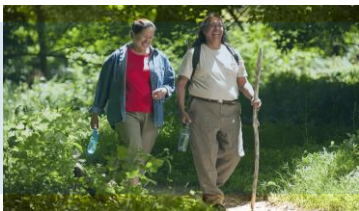
Keys to Successful Care Coordination

- Meeting the client where they are
- Engagement
- Collaboration
- Consistent and regular contacts
- Transitional care supports
- Confidence and skill building for self-management of chronic disease/s

125

125

The Patient Activation Measure® Coaching and Action Plan Development



126

126

Review of the Patient Activation Measure®

The PAM¹ is a behavior measurement tool that

- Reliably measures activation and the behaviors that underlie activation
- Provides insight into how to improve unhealthy behaviors and grow/sustain healthy behaviors
- Allows us to improve activation levels /behaviors, lower medical spending and improve health

¹All references to the Patient Activation Measure in this presentation are the property of Insignia Health (copy and trademark). Parts of this presentation were adopted from Insignia Health training materials.

127

127

Types of PAMs

- Patient Activation Measure – PAM®
 - assesses the client's activation level
- Caregiver Activation Measure – CAM®
 - assesses the caregiver's activation level in caring for their client
- Parent Patient Activation Measure – PPAM®
 - assesses the parent's activation level in caring for their child



128

128

What is Client Activation?

Having the knowledge, skills, emotional support, and belief to:

- Self manage health
- Collaborate with providers
- Maintain function and prevent declines
- Access appropriate high quality care

129

129

Administering the PAM

Emphasize that the tool is a **health** survey

It is all about helping the client

It is neither used to judge nor reduce or deny any benefits

130

130

PAM 13 Question Survey

Let's review the 13 Patient Activation Measure Statements now

131

131

Tips for Administering the Assessment Tool

- It does not require a face-to-face contact to complete
- This survey can be administered over the telephone
- It could be mailed and completed in advance of the first face-to-face visit
- Check with your Lead regarding their policies related to administering this and other assessments

132

132

Tips for Administering the Assessment Tool (cont.)

- Some people do a better job completing it themselves
- Consider asking the caregiver to complete a CAM if the client is unable to respond
- If a client refuses offer again at a later date
- You could provide a copy of the tool and ask the questions and record the answers
 - This is helpful for clients with limited reading ability

133

133

Tips for Administering the Assessment Tool (cont.)

- Ask the client how much they agree or disagree with the 13 statements
- Always start with strongly disagree to strongly agree
- Always ask the questions in order
- Do not change the questions
- Statements become increasingly more difficult to agree with

134

134

Tips for Administering the Assessment Tool (cont.)

- Do not discuss responses to the statements while administering the PAM – this may improve scores
- Allow the client to consider the statements, silence may indicate that they are thinking about their response

135

135

Tips for Administering the Assessment Tool (cont.)

- If a client is unable to complete the survey or refuses document in the HAP
 - The date the assessment was offered and declined
 - If known, the reason the assessment was not administered
- When a client, caregiver, or parent do not complete the tool offer it at a subsequent visit

136

136

Tips for Administering the Assessment Tool (cont.)

- Use the client's responses as a springboard for further discussion (only after they have completed the survey)
 - Consider using the responses to individual statements as a starting place for discussing health concerns which the client may wish to address in their HAP

137

137

Interpret PAM Responses

Client Response	Interpretation
Agree Strongly	Yes – the question is true about me. This is a definite "yes".
Agree	Sometimes this is true about me or is potentially true about me.
Disagree/Strongly Disagree	This is not true for me.
NA	This does not apply to me. I do not know how to answer. I refuse to answer.

138

138

Scoring

- Scoring is the same for the PAM, CAM, and PPAM
- Ask your Lead Organization for the scoring guide
 - Most Leads have software that will score the tool
- The activation **score** is converted to an activation **level**

139

139

PAM Segmentation Characteristics

Level 1: Disengaged and overwhelmed

Starting to take a role. Clients do not yet grasp that they must plan to take an active role in their own health. They are disposed to being passive recipients of care.

Level 2: Becoming aware, but still struggling

Building knowledge and confidence. Clients lack the basic health related facts or have not connected these facts into larger understanding of their health or recommended health regimen.

140

140

PAM Segmentation (cont.)

Level 3: Taking action

Clients have the key facts and are beginning to take action but may lack confidence and the skill to support their behaviors.

Level 4: Maintaining behaviors and pushing further

Clients have adopted new behaviors but may not be able to maintain them in the face of stress or health changes.

141

141

PAM Segmentation Characteristics

Roughly 45 to 50% of all Medicaid clients who have completed the measure score at a Level 1 or Level 2

- Level 1: Disengaged and overwhelmed
- Level 2: Becoming aware, but still struggling

Review the client's activation score and level to tailor coaching that is appropriate to the client

142

142

Elicit the Client's Story Using Responses to PAM Questions

Select an item where their answers begin to move away from strongly agree. Help the client discover:

- What led them to select the response?
- Why this level and not a lower level?
- What would it take to reach the next level?
 - Is this something we could work on together?

143

143

Elicit the Client's Story Using Responses to PAM Questions (cont.)

With self-reflection the client makes an assessment of:

- What the problem is
- What will have to happen to alter this assessment
- How the Care Coordinator can coach the client to pursue behavioral changes

144

144

Tailor Your Coaching

Use responses to individual PAM items to get them to explain what is going on.

The client will make statements indicating what they think are the barriers or challenges.

Use perceived barriers to jointly problem solve throughout the coaching process.

145

145

Analyze the Results Incorporating Motivational Interviewing Techniques

Notice when your client begins to disagree or strongly disagree with the statements

This can be a good place to begin discussion about identifying areas where the client or representative may want to consider the type of goal they may be interested in pursuing

Consider using motivational interviewing techniques to draw the client or representative out

146

146

Motivational Interviewing Strategies

Start with where the person is and try to understand how the client understands their own situation

Be empathetic and ask open ended questions

Listen and do reflective listening

- "It sounds like you are feeling..."
- "So, you are saying that you believe..."

147

147

Motivational Interviewing Strategies (cont.)

Express acceptance and affirmation of the client's freedom of choice and self-direction

Elicit and selectively reinforce the client's own self motivational statements, expressions of problem recognition, concerns, desire, intention to change, and ability to change

148

148

PAM Activation Level 1

GOAL

Build self-awareness and confidence

Examples

- Self-monitoring and awareness (e.g. how much they walk or how they cope with stress)
- Start pre-behaviors (e.g. reading labels on food)
- Cope with stress
- Understand their role in the care process

149

149

PAM Activation Level 2

GOAL

Increase knowledge, confidence, and initial skill development

Examples

- Make sure the knowledge dots are connected
- Start with small behavioral steps (one step at a time)
- Stress management and coping skills
- Build problem solving skills

150

150

PAM Activation Level 3

GOAL

Initiation of new behaviors and develop problem solving skills

Examples

- Initiation of specific realistic behaviors (e.g. walking 10 minutes 3 times a week)
- Problem solving as it relates to the issues that emerge with the new behavior goals

151

151

PAM Activation Level 4

GOAL

Maintain behaviors and techniques to prevent relapse

Examples

- Build confidence for coping and problem solving when situations throw them off track; self-monitor for those situations (e.g. new staff at the doctor's office)
- Plan for handling a specific type of situation (e.g. using medications while traveling)
- Problem solve together

152

152

Perspectives on the PAM

The initial PAM score can be higher than subsequent PAM scores
The client does not know what they do not know

It is important to place the surveys side by side over time and work with the client on changed responses
Look and listen for change talk and change opportunities

Anticipate if the client may experience a decline or improvement in score to coach and support them
Be aware of individual successes and failures and how they impact confidence with developing new or different skills

153

153

Where Do I Get Copies of the Tools?

Lead Organizations are required to purchase a license for these products through Insignia

For copies of the PAM, PPAM and CAM, the translated tools and scoring guide contact your Lead to get Insignia's:

- Website address
- User name
- Password



154

154

Website Hosting PAM Versions



Ask your Lead Organization for the following to access this site:

URL: <https://healthhomes.insigniahealth.com>

User Name: - - - -

Password: - - - -

155

155

PAM® Small Group Work



- What is the PAM® **score** for your client?
- What is the client's or parent's **Level** of Activation?
- What did you note about his/her **responses** to the PAM/PPAM®?
- If available should the **caregiver** complete the CAM®?
- How would you begin to work with your client in relation to their responses and **Level of Activation**?

156

156

Let's Pause to Check for Understanding



How will awareness of a client's PAM level help you work with your client?
Do you have any questions?

157

157

Goal Setting

Moving Toward Health Action Planning

158

158

Moving Toward Health Action Planning

Consider the client's responses by reviewing and discussing the activation measure results

Responses may provide a clue as to changes the client would like to make

Consider using the Goal Setting and Action Planning Worksheet

159

159

A Tool for Starting the Conversation

The Goal Setting and Action Planning Worksheet

HEALTH HOUSE
Goal Setting and Action Planning Worksheet

Name: _____ Date: _____

Long Term Goal: _____

Short Term Goal: _____

Describe something you will do now to improve your health: _____

Describe what you will do:

1. What you'll do: _____
2. When you'll do it: _____
3. The number of times each day / week: _____
4. How long will you commit to doing this: _____

160

160

TRAINING

Coaching and Action Planning

Goal Setting and Action Planning Worksheet

- Start where the client is
- Determine what the client wants to change
- The action plan is negotiated and tied to the discussion about the level of activation

161

161

Coaching and Action Planning (cont.)

Goal Setting and Action Planning Worksheet

- The action plan is something achievable given the client's level of activation
- At Levels 1 and 2 action plans focus on knowledge, belief, awareness and pre-behaviors
- At Levels 3 and 4 action plans focus on the initiation of new behaviors and maintaining behaviors

162

162

Developing an Action Plan

Coach the client to select the Action Steps with the least number of barriers and prioritize them

Save the list of Action Steps so alternatives can be tried if the first ones are not successful; reassure client that many problems are not easily solved and may take time and multiple approaches

163

163

Develop Action Steps

Describe

- What the client has agreed to do
- What the Care Coordinator has agreed to do
- Where they will do it
- How often(each day/week)?
- For how long?

164

164

Questions to Consider

How important is it for you right now to...? On a scale from 0 - 10... what number would you give yourself?

0 _____ 10
CONVICTION SCALE

If you did decide to change, how confident are you that you would succeed? On a scale from 0 - 10... what number would you give yourself?

0 _____ 10
CONFIDENCE SCALE

If you did decide to change, how ready are you to make this change? On a scale from 0 - 10... what number would you give yourself?

0 _____ 10
READINESS SCALE

165

165

Coaching and the Health Action Plan

Use a coaching for activation approach to guide the client to:

- Appropriate choices
- Attainable goals
- Action steps
- Improved health

166

166

The Health Action Plan (HAP)

Establishes:

- Client and Care Coordinator identified:
 - Long term goal
 - Short term goal/s
 - Action steps

167

167

Key Skills for Health Action Planning

Demonstrate positive belief in the client's ability to take an active role to accomplish appropriate goals and action steps

Emphasize stress management and coping and resiliency skills

Ask the client to recall a former success: how did it feel?

168

168

Key Skills for Health Action Planning (cont.)

- Elicit the client's story
- Build rapport
- Obtain a behavioral history, including past attempts to change behavior
- Identify barriers
 - Use open-ended questions
 - Focus on feelings
 - Use reflections

169

169

Analyze!

- **What do you think drives poor health and high costs for your client?**
- 85% of avoidable costs are due to behavioral, not medical factors
- Consider:**
 - Client's perspective
 - Results from assessment and screening tools
 - PRISM Risk Factors
 - Client's Level of Activation

170

170

Use Active and Reflective Listening

Assure them that you can see their point of view

Acknowledge the struggles or difficulty involved

Acknowledge their success and their skills, abilities, and strengths

- Thoughts
- Beliefs and values
- Behaviors

Use **you** statements – strength based approach

171

"You sound determined."

171

Consider What Values Lie Behind These Statements

- I want to feel better
- I want to be more independent
- I want to be able to attend church with my family
- I want to see my grandchildren grow up

Keep these in mind so you can later link these values to their long term goals, short term goals, and action steps

172

172

Emphasize Problem Solving

A Health Action Plan requires addressing problems through "action steps"

Adults learn best by "doing" rather than through reading materials or hearing information

Working through a problem using health coaching increases and enhances retention

Identify their capacity for change and self-efficacy

173

173

Identify Barriers to Change

- Ambivalence?
- Understanding?
- Support system?
- Energy levels/sleep quality/pain?
- Depression?
- Health literacy?
- Financial?
- Confidence?
- Social isolation?



174

174

Explore Possible Solutions

ASK the client to **review** possible solutions, but not make a decision just yet...

ASK the client to **identify** possible solutions, "do you have any ideas on how you could solve this problem?"

ASK the client if they would like you to **share** your thoughts and/or provide ideas using Health Home resources.

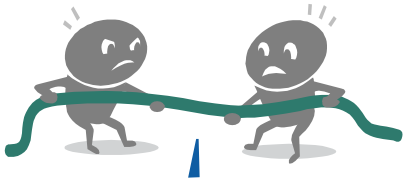
ASK the client if they would like you to **provide** additional health education information; if so, review and discuss the information with them at the next visit.

175

175

Resistance

It's human nature! Taking one side of a conflict can cause a person to take the opposite stance. It's normal...



176

176

Behavioral Change

Trying to convince another person to make a behavior change can actually cause the person to be **less likely** to make a change.

Even if you are successful in convincing someone to make a behavioral change, the change is not likely to last.

177

177

Resist the Righting Reflex Exercise

Pair up and take turns as the speaker and the listener



Speaker

Share your thoughts and feelings about a behavioral change you have thought about making or a change you previously made but are having trouble maintaining

Listener

- Ask open-ended questions
- No closed-end questions
- Neither agree nor disagree
- Avoid sharing your opinions or experiences

178

178

How Did It Go?

- What was it like to be the listener... did you want to interject your experiences or thoughts?
- Were there times when you wanted to jump in and offer advice or "fix it"?
- What was that like for you as the speaker... did you feel understood?
- How did it feel to have someone place all of their focus on you and your concerns for even 5 minutes?
- What did you learn from this interaction about your own style?

179

179

Cultivate a Sense of Hope

Demonstrating a **positive belief** in your client has a positive impact on the client's ability to accomplish their goals and action steps and sustain behavioral change.

Hope is one of the greatest contributions you make to your client as their Care Coordinator.

180

180



The Day in Review

Health Home fundamentals

Client outreach and engagement

PRISM

The Patient Activation Measure

Goal setting and action planning: moving toward the Health Action Plan

181

181

Let's Pause to Check for Understanding



How is the role of a Care Coordinator different than those you have had in the past?

What benefits do you see for your clients who engage in the program?

Do you have any questions about what we covered today?

182

182

Planning for Day Two

- Start time for training
- Location
- Topics to cover
 - The Health Action Plan
 - Comprehensive Care Transitions
 - Documentation
 - Quality Assurance
 - First Meeting
 - Safety
 - Resources and websites
 - Ongoing training requirements

183

183

Welcome to Day Two

Do you have any questions about what we covered on Day One?

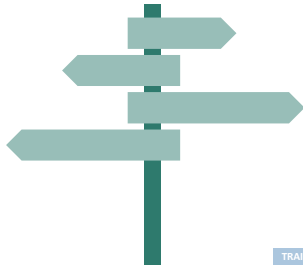


- HH Fundamentals
- Outreach and engagement
- PRISM
- PAM
- Moving toward health action planning

184

184

The Health Action Plan



185

185

Most People Desire Better Health and Quality of Life

Each client is in charge of their own health

Their own Health Action Plan, and

Whether or not they make lifestyle changes



186

186

Help Identify a Long Term Goal

Use a **person-centered** approach to help the client identify:

- What would they like to happen as a result of their health changes?
- What would they like be able to do that they can't currently do?
- What their level of activation is and how it will help or hinder their ability to achieve their goal/s?

187

187

Help Identify a Long-Term Goal (cont.)

Long term goals may relate more to social goals but by achieving them the client may:

- Reduce medical costs
- Slow the progression of chronic disease
- Delay the onset of another chronic disease
- Reduce avoidable ED visits and hospital admissions and readmissions

188

188

Health Action Plan: Page 1

Note: most Lead Organizations have a data platform that is used to capture the HAP. These platforms can print the HAP but it may not look like the paper form.

189

TRAINING

189

HAP Instructions



190

190

Additional Training on the HAP

- Your Lead/s will provide operational training on how to use their software programs
- Don't hesitate to ask for technical assistance
- Meetings are sponsored by the Leads to supplement this training
- DSHS sponsors monthly webinars and a quarterly newsletter with information related to the program and your work

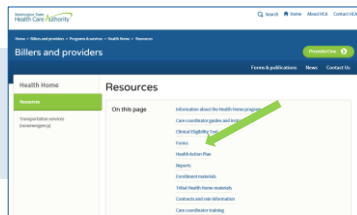
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HAP Form and Instructions

The revised HAP and Instructions are located at the HCA Website:

<https://www.hca.wa.gov/billers-providers/programs-and-services/resources-0>



192

192

HAP Form Instructions

Each HAP spans a 12 month enrollment period consisting of three separate four month updates or activity periods

All other documentation goes in the client record or file

193

TRAINING

193

HAP Form Instructions (cont.)

The Health Action Plan is updated and modified at each monthly contact by the Care Coordinator and when necessary to support a care transition or when the client opts-out of the Health Home program.

The Health Action Plan is updated and modified as needed according to:

- A change in the client's condition
- New immediate goals to be addressed
- Completion of a short term goal and action steps

194

194

What is an Activity Period?

195

195

Activity Periods



- There are three activity periods in a yearly (12 month) cycle
- Each activity period is four months
- There are 120 to 123 days within an activity period
 - Number of days in a month varies from 28 or 29 days for February and 30 to 31 days for other months

196

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196

Activity Periods Example



February March April May

June July August September

October November December January

Start date of next HAP is February 1, 2023

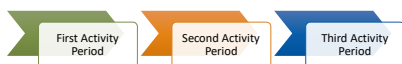
197

197

Individual or Group Activity



Activity Periods Worksheet



198

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198

Worksheet 3: Activity Periods



If the client opts in May 1, 2021:

1. What are the dates for the first activity period?
2. What are the dates for the second activity period?
3. What are the dates for the third activity period?
4. What is the start date for the next HAP year cycle?

January February March April May June July August September October November December
199

199

Worksheet 3: Activity Periods



May 1 thru August 31

September 1 thru December 31

January 1, 2022 thru April 30

May 1, 2022

January February March April May June July August September October November December
200

200

Worksheet 3: Activity Periods



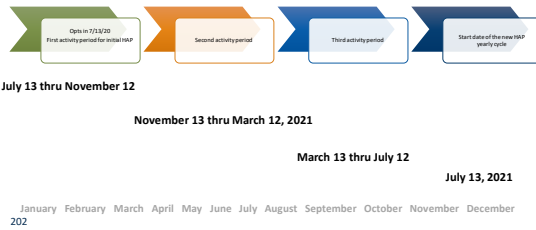
If the client opts in July 13, 2020:

1. What are the dates for the first activity period?
2. What are the dates for the second activity period?
3. What are the dates for the third activity period?
4. What is the start date for the next HAP year cycle?

January February March April May June July August September October November December
201

201

Worksheet 3: Activity Periods



202

Worksheet 3: Activity Periods

1. What is the end date of the HAP if the client notifies the Care Coordinator that he no longer wants to participate in the program during a phone call on May 10, 2020?

May 10, 2020

2. The Care Coordinator made several calls to the client and sent a letter with no response from the client and the Lead approves closure of the HAP. The letter was mailed to the client on August 13, 2020 and the final call was made on August 17, 2020. What is the end date for the HAP?

August 17, 2020

203

203

HAP Form Instructions (cont.)

Demographic data fields for name, gender, date of birth and ProviderOne ID

Date the HAP begins

Date the client Opts-in

- This is the date the client agrees to participate in the program and begins development of the HAP.
- This date becomes the client's anniversary date. It triggers the start of a new HAP for the next HAP reporting year.

204

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204

HAP Form Instructions (cont.)

Date the HAP ends:

- At the end of a one year cycle (do not prepopulate this field)
- The day the client opts out of the program
- The date the HAP ends for other reasons as listed in the Reason for Closure of the HAP data field (check the appropriate box if one of the reasons apply)

 Health Action Plan (HAP)				STUDENT FIRST NAME _____ STUDENT LAST NAME _____		RACE _____ ETHNICITY _____		DATE OF BIRTH _____		INCLUDE THE STUDENT'S PHONE NUMBER _____	
NAME OF YOUR CURRENT SCHOOL _____		NAME OF YOUR CURRENT ORGANIZATION _____		HEALTH CARE PROVIDER ORGANIZATION _____		HEALTH CARE PROVIDER NAME _____		HEALTH CARE PROVIDER PHONE _____		HEALTH CARE PROVIDER EMAIL _____	
REASON FOR COURSE OF THE HAP <input type="checkbox"/> Mandatory Survey Only <input type="checkbox"/> I want <input type="checkbox"/> I want to ensure that I do not have health issues		DATE OF THE HAP _____		NAME OF THE HAP _____		NAME OF THE HAP _____		NAME OF THE HAP _____		NAME OF THE HAP _____	
REASON FOR TRANSFER OF THE HAP <input type="checkbox"/> I want to change my HAP <input type="checkbox"/> I want to change my HAP <input type="checkbox"/> I want to change my HAP		NAME OF THE HAP _____		NAME OF THE HAP _____		NAME OF THE HAP _____		NAME OF THE HAP _____		NAME OF THE HAP _____	

205

205

HAP Form Instructions (cont.)

If a client is transferring for one of the reasons listed, then do not enter a HAP end date as the HAP is still active until the end of the one year cycle even though it may be transferred.

Reasons for transfer of the HAP include:

- Client choice to change CCO or Lead Organization
- Eligibility changed:
 - Client was enrolled with a Managed Care Organization (MCO) and transferred to a Fee-for-Service (FFS) Health Plan
 - Was enrolled with as FFS and transferred to an MCO Health Plan

Health Action Plan (HAP)		Submit for Review to Self-Service		FIRST NAME LAST NAME MIDDLE INITIAL SUFFIX TITLE ORGANIZATION		DATE OF BIRTH PHONE NO. (Area Code)	
CITY OF ORIGIN STATE ZIP CODE		CITY OF DESTINY STATE ZIP CODE		LAW EXEMPTIONS LAW EXEMPTIONS REASON		LAW EXEMPTIONS REASON	
Reason for change of the HAP: Administrative Change Change of Address Change of Organization Change of State Change of Title Change of Zip Code Change of City Change of Country Change of Email Change of Phone Change of Fax Change of Website Change of Social Media Change of Other		Reason for change of the HAP: Administrative Change Change of Address Change of Organization Change of State Change of Title Change of Zip Code Change of City Change of Country Change of Email Change of Phone Change of Fax Change of Website Change of Social Media Change of Other		Reason for change of the HAP: Administrative Change Change of Address Change of Organization Change of State Change of Title Change of Zip Code Change of City Change of Country Change of Email Change of Phone Change of Fax Change of Website Change of Social Media Change of Other		Reason for change of the HAP: Administrative Change Change of Address Change of Organization Change of State Change of Title Change of Zip Code Change of City Change of Country Change of Email Change of Phone Change of Fax Change of Website Change of Social Media Change of Other	

206

206

HAP Form Instructions (cont.)

Options for gender include:

CLIENT'S FIRST NAME	CLIENT'S LAST NAME	GENDER: <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> UNKNOWN <input type="checkbox"/> OTHER	DATE OF BIRTH	PROVIDER OR CLIENT ID
HEALTH HOME LEAD ORGANIZATION			HH LEAD ORGANIZATION PHONE	
CARE COORDINATION ORGANIZATION		CARE COORDINATOR'S NAME	CARE COORDINATOR'S PHONE	

Because clients have a right to change Lead Organizations or Care Coordination Organizations the names and phone numbers are provided

207

207

HAP Instructions (cont.)

CLIENT INTRODUCTION	
CLIENT'S LONG TERM GOAL	DIAGNOSES PERTINENT TO LONG TERM GOAL

Write a brief statement about the client

Develop a long term goal that is person-centered, based on what the client wants to achieve

Enter the diagnosis or diagnoses that are pertinent to the long term goal

208

208

Help the Client Identify Long Term and Short Term Goals

"Physically, what can you do best?"

"When are you strongest?"

"Who do you contact when you aren't feeling well?"

"Which health concerns have the biggest impact on your life?"

"What are some ways you may increase your wellness?"

209

209

HAP Form Instructions (cont.)

Required screenings: enter the dates and scores of the screening on the HAP

- PHQ-9 – Patient Health Questionnaire (Depression Screening) or
- Pediatric Symptom Checklist – 17 (PSC-17) ages 4-17
- BMI – Body Mass Index
- Katz Activities of Daily Living
- Patient Activation Measure
 - Patient Activation Measure (PAM) or
 - Caregiver Activation Measure (CAM) or
 - Parent Patient Activation Measure (PPAM)

210

210

HAP Form Instructions (cont.)

Enter the date the screening was completed or offered but declined

Enter the activation score and level of activation for each type of activation measure completed

If the client, caregiver or family decline or are unable to complete the screening enter the date and the reason the screening was not completed

Screening must be completed at least once during each four month activity period or more often as clinically indicated

Initial Annual MAP Required Sweepings				Four Month Update Required Sweepings				Eight Month Update Required Sweepings			
SCREEN	DATE	SCORE LEVEL	IF NOT COMPLETE, EXPLAN	SCREEN	DATE	SCORE LEVEL	IF NOT COMPLETE, EXPLAN	SCREEN	DATE	SCORE LEVEL	IF NOT COMPLETE, EXPLAN
FMW		2		FMW		2		FMW		2	
GMW		2		GMW		2		GMW		2	
WML-325		2		WML-325		2		WML-325		2	
FWL3		2		FWL3		2		FWL3		2	
FWL-17		2		FWL-17		2		FWL-17		2	
BSL		2		BSL		2		BSL		2	

211

211

Required Screenings

Patient, Parent or
Caregiver Activation
Measure – PAM® from
Insignia

PHQ-9: Patient Health Questionnaire with nine questions to screen for depression and suicide (age 18 & older)

**PSC-17: Pediatric
Symptoms Checklist for
children (age 4 – 17)**

Katz ADL: activities of daily living to take care of themselves

BMI: Body Mass Index to determine if they are a healthy weight

Note: the client, parent and caregiver reserve the right to decline to complete any of these assessments

212

212

Patient Activation Measures

The PAM is required for clients

- Note the date, the activation score and activation level on the HAP
- If the client cannot complete the PAM
 - Note the date the screening was offered and note the reason the PAM was not completed on the HAP OR
 - Complete the CAM or PPAM (see next slides)
 - The PAM dates may not be the same as the start date of the HAP or updates for each four month activity period

213

213

Caregiver Activation Measure

The CAM may be administered when the client is unable or unwilling to complete the PAM

- Caregivers may be informal or formal caregivers, or paid or unpaid caregivers
- Document in the case record the name and relationship of the person who completed the CAM
- Note the date the CAM was completed, the activation score, and activation level on the HAP

214

214

Parent Patient Activation Measure

The PPAM must be administered to the parent or guardian of children under the age of 18 years

- Parents include: biological, adoptive, or foster
- Note the date the PPAM was completed, the activation score and activation level on the HAP
- Document in the case record the name and relationship of the person who completed the PPAM
- If the parent or guardian declines to complete the PPAM note the date the assessment was offered and the reason the parent/guardian did not complete the screening

215

215

The Katz ADL: Ages 18+

Score one point for each of the six ADLs that client reports that they can perform independently without assistance

If a client indicates that they are dependent and could use assistance with two or more ADLs consider a discussion about applying for LTSS (or follow-up with case manager on any changes if client already has LTSS)

Referring the client to the DSHS Developmental Disabilities Administration or Home and Community Services Office in your area is an appropriate service for you to offer

216

216

Katz Activities of Daily Living (ADLs)



Link to 29 minute training video:
<https://consultgeri.org/try-this/general-assessment/issue-2>

Katz Index of Independence in Activities of Daily Living		
ACTIVITIES (Items 1-6)	INDEPENDENCE (1-5)	DEPENDENCE (6-10)
1. PERSONAL CARE: bathing, dressing, grooming, etc.	1. PERSONAL CARE: bathing, dressing, grooming, etc. (1-5)	6. PERSONAL CARE: bathing, dressing, grooming, etc. (6-10)
2. TRANSFER: getting in and out of bed, chair, etc.	2. TRANSFER: getting in and out of bed, chair, etc. (1-5)	7. TRANSFER: getting in and out of bed, chair, etc. (6-10)
3. WALKING: walking on level and uneven surfaces, etc.	3. WALKING: walking on level and uneven surfaces, etc. (1-5)	8. WALKING: walking on level and uneven surfaces, etc. (6-10)
4. TELEPHONE: using telephone	4. TELEPHONE: using telephone (1-5)	9. TELEPHONE: using telephone (6-10)
5. SHOPPING: shopping for necessities	5. SHOPPING: shopping for necessities (1-5)	10. SHOPPING: shopping for necessities (6-10)
6. COOKING: preparing and eating food	6. COOKING: preparing and eating food (1-5)	11. COOKING: preparing and eating food (6-10)
7. HOUSEWORK: cleaning, laundry, etc.	7. HOUSEWORK: cleaning, laundry, etc. (1-5)	12. HOUSEWORK: cleaning, laundry, etc. (6-10)
8. TRANSPORTATION: driving or using public transport	8. TRANSPORTATION: driving or using public transport (1-5)	13. TRANSPORTATION: driving or using public transport (6-10)
9. COMMUNITY: social activities, etc.	9. COMMUNITY: social activities, etc. (1-5)	14. COMMUNITY: social activities, etc. (6-10)
10. FINANCIAL: managing money, etc.	10. FINANCIAL: managing money, etc. (1-5)	15. FINANCIAL: managing money, etc. (6-10)
11. MEDICATION: taking medications	11. MEDICATION: taking medications (1-5)	16. MEDICATION: taking medications (6-10)
12. OTHER: other activities	12. OTHER: other activities (1-5)	17. OTHER: other activities (6-10)
TOTAL SCORE: _____ (1 = High patient independence; 17 = Low patient independence)		

217

217

PHQ-9 and PSC-17 Screens

Patient Health Questionnaire: nine item screening tool for depression

18 years and older

Pediatric Symptom Checklist: 17 item screening tool for moods and behaviors

Ages 4 through 17 years

218

218

PHQ-9 and PSC-17 (cont.)

The Care Coordinator's role is to screen for possible behavioral health issues

Care Coordinator's do not diagnose, counsel, or treat; they refer to qualified professionals and behavioral health resources for further assessment and treatment

219

219

DSHS Form 10-509 PSC-17 & Instructions

223

223

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PSC-17 Considerations

The screening tool should not be used for diagnosing

A score of 15 or higher may indicate the need for further evaluation by a qualified professional

The screening tool offers three subscales for:

- Internalizing behavior
- Externalizing behavior
- Attention

224

224

PSC-17 Website

For translations of the tool visit the Massachusetts General Hospital website located at:

<https://www.massgeneral.org/psychiatry/treatments-and-services/pediatric-symptom-checklist/>



225

225

Body Mass Index (BMI)

This is required on the HAP

- BMI chart is located in the Classroom Training Manual
- BMI is not required for children under 2 years of age
- If you are unable to get a recent or accurate weight record the BMI and make a comment in the comment box
- BMI can be used as a benchmark in helping clients create wellness goals

226

TRAINING

226

BMI Online Charts

BMI Calculator for Children and Teens (2-19)

<https://www.cdc.gov/healthyweight/bmi/calculator.html>

BMI Calculator for Adults

https://www.cdc.gov/healthyweight/assessing/bmi/adult_bmi/english_bmi_calculator/bmi_calculator.html

227

227

Additional Screenings

AUDIT: Alcohol
Use Disorders
Identification Test

DAST: Drug Abuse
Screening Test

Falls Risk: My Falls
Free Plan

GAD-7: General
Anxieties Disorder
test for stress

Pain scales:
FLACC, Wong-
Baker or Numeric

228

228

HAP Form Instructions (cont.)

Optional screenings

Enter the dates and scores of the screenings on the HAP

- DAST – Drug Abuse Screening Test
- GAD-7 – Generalized Anxiety Disorder 7 item scale
- AUDIT – Alcohol Use Disorders Identification Test
- Falls Risk – My Falls-Free Plan identifies risk and provides suggestions to prevent falls
- Pain Scales – Administration of appropriate pain scale

229

TRAINING

229

When to complete an additional screening

- Use your clinical judgment to determine the need and frequency for offering additional screenings
 - Examples:
 - If a client identifies a goal related to pain: one of the three pain screenings
 - If a client voices concerns about their use of alcohol or drugs: the AUDIT or DAST
 - If a client reports falls or fractures: falls risk
 - If a client identifies a goal to reduce stress or anxiety: GAD-7
- If the HAP includes goals or action steps related to one of the optional screenings then the screening must be offered and documented on the HAP

230

230

AUDIT and DAST

Alcohol Use Disorder Identification Test (AUDIT)

- Developed by the World Health Organization
- 10 multiple choice questions for alcohol only
- 95% accurate in classifying people into risk categories for SUDs
- Accurate across many cultures/nations

Drug Abuse Screening Test 10 (DAST-10)

- 10 Yes/No Questions for poly drug use
- Abstinence based screening tool-meaning there is no safe level for any drug use
- Validated for screening adults
- Places individual in a risk category for Substance Use Disorders (SUDs)

231

231

Falls

- More than 1 out of 4 older adults fall each year but less than half tell their doctor
- Falling once doubles the chances of falling again
- 1 out of every 5 falls result in a serious injury
- Best practice would be to ask about falls at every face-to-face visit

232

232

My Falls-Free Plan: A Falls Risk Screening Tool

You may find a copy in the Care Coordinator Toolkit at

<https://www.dshs.wa.gov/altsa/home-and-community-services/care-coordinator-toolkit>

[illegible]

233

233

Pain

- Pain can affect everyday life
- Best practice for asking about pain at every face to face regardless of condition
 - If they say yes, get more information
- Three pain scales available
 - 0-10 Numeric Rating Scale (ages 9 year and older)
 - Wong-Baker Faces Pain Rating Scale (ages 3 and older)
 - FLACC Behavioral Pain Assessment Scale (face, legs, activity, cry and consolability. If self-report is not possible. Ages 2 months to 7 years and if individuals any age not able to communicate their pain)

234

234

78

PHQ-9 and GAD-7

Anxiety and depression are the most common mental disorders and often appear together. Screening tools often used include:

- The PHQ-9 which can identify potential depression
- GAD-7 which can help identify potential anxiety
- Both tools are most reliable when self-administered
- A positive screening for either or both should lead to a referral to a behavioral health provider or PCP depending on client preference

235

235

PHQ-9 and GAD-7 Screening Tips

- Normalize the screening; don't make it a big deal
- Some people respond better to terms like "stress" when talking about their anxiety or "sadness" rather than depression
- Everyone experiences sadness and this tool might help identify how it might be impacting you
- Remember the power that stigma holds - many people do not want to self-identify
- Treatment can be very effective

236

236

Translations of PHQ-9 and GAD-7

The website sponsored by Pfizer is located at:

<http://www.phqscreeners.com/select-screener>



237

237

HAP Form Instructions (cont.)

Enter the date the screening was completed

Enter the score

Screening may be completed at any time during each four month activity period or more often as clinically indicated

OPTIMAL SCREENING SCORES						OPTIMAL SCREENING SCORES						OPTIMAL SCREENING SCORES					
SCHEN	DATE	SCORE				SCHEN	DATE	SCORE				SCHEN	DATE	SCORE			
GAD-7	[] [] []					GAD-7	[] [] []					GAD-7	[] [] []				
AUDIT	[] [] []					AUDIT	[] [] []					AUDIT	[] [] []				
FALLS RISK	[] [] []					FALLS RISK	[] [] []					FALLS RISK	[] [] []				
PAIN	[] [] []					PAIN	[] [] []					PAIN	[] [] []				
<input type="checkbox"/> PLACED <input type="checkbox"/> FACER <input type="checkbox"/> NAMING						<input type="checkbox"/> PLACED <input type="checkbox"/> FACER <input type="checkbox"/> NAMING						<input type="checkbox"/> PLACED <input type="checkbox"/> FACER <input type="checkbox"/> NAMING					
ADDITIONAL COMMENTS						ADDITIONAL COMMENTS						ADDITIONAL COMMENTS					

238

238

HAP: Pages 2 Through 7

[illegible]

239

239

Short Term Goals

- Enter the short term goal
- Enter the short term goal begin date
- When a goal ends enter the date and check the reason the goal ended
- Enter the action steps, specifying who will complete the step and the start date
- Goals that are not completed may be carried over to the next four month activity period
- Goals may be revised at any time to reflect changes with the client

Start Time Slot		Start Date		Start End Date	
Outcome					
Completed		No longer performed - life or health change			
Revised		Client request to discontinue			
START DATE	COMPLETED DATE	ACTION STEPS			

240

240

The Health Action Plan (HAP)

Develop goals and action steps that are **SMART**:

Specific
Measurable
Achievable
Relevant
Time-limited



241

241

Health Action Plan – First Short Term Goal

Long Term Goal

Participate in church activities with my family.

Short Term Goal # 1

Debbie would like to improve stamina and gain strength and be able to remain out of her bed for four hours or more each day.

Action Steps

1. Debbie and Care Coordinator will brainstorm common events in Debbie's life that promote activity as well as those that promote inactivity.
2. Debbie will maintain activity log for two weeks and review with Care Coordinator during next visit on 10/7/2022.

242

242

Health Action Plan – Second Short Term Goal

Long Term Goal

Participate in church activities with my family.

Short Term Goal # 2

Debbie would like to decrease use of pain medication.

Action Steps

1. Debbie will document use of pain medications, her activity, and functional ability daily starting 2/1/2022 using the pain log provided by the Care Coordinator.
2. Debbie will make an appointment with PCP to discuss chronic pain management options by 2/22/2022.
3. Care Coordinator will review the pain log and inquire about Debbie's appointment with her PCP during the home visit schedule on 2/28/2022.

243

243

Let's Pause to Check for Understanding



What experiences have you had offering, administering and providing follow-up to these screenings in the past?

Do you have any questions?

244

244

Small Group Work



Considering your client's PRISM results, PAM responses and Level of Activation:

- Fill out the HAP form (make up scores as needed for this activity)
- Write the following on the flip chart:
 - One long-term goal
 - One short-term goal
 - Actions steps to reach the short-term goal
 - Who will complete the step and by when?
 - Which of the 6 Health Home services might the client need now and in the near future?
 - Which optional screenings might be helpful for your client?

245

245

Maintaining Behavioral Change

Sustaining the gains with healthy strategies

Maintaining behavioral change takes time (usually 6 months to two years)

Monitoring using relapse prevention and resiliency planning

Progressing by realizing that relapse is one step forward on the client's journey

Pursuing new goals and activities

246

246

Final Notes About the HAP

- Provide the HAP information to the client, or with the client's consent, to the caregiver and family
- The HAP may be:
 - Printed and mailed
 - Delivered at the face-to-face visit
 - E-mailed using secure mail and/or encryption
- Each face-to-face visit or telephone contact provides an opportunity to discuss and review progress on the HAP
- The HAP is a fluid document that changes with the client's needs and preferences

247

247

Let's Pause to Check for Understanding



How can you work with your client to increase the value of the HAP?

Do you have any questions about the HAP?

248

248

Care Transitions "Health Care Without Complications"

All materials in this section are adopted from the "Reducing Readmissions: Care Transitions Toolkit" from the WASHINGTON STATE HOSPITAL ASSOCIATION. To download a copy of the toolkit go to

<http://www.wsha.org/wp-content/uploads/WSHACareTransToolkit.pdf>



249

249

TRAINING

Hospital Readmissions

Research shows that 20% of patients in the U.S. are re-hospitalized within 30 days of discharge.

Addressing social and resource barriers early in the admission not only prevents unnecessary readmissions, but also proactively prevents delayed discharges and unnecessary increases in the length of stay

250

250

What Causes Readmissions?

- Unresolved social or resource issues:
 - Medical issues are not always the reason
- Lack of strategies that incorporate both social and medical factors resulting in poorly executed transitions and poor outcomes for the client which impact:
 - Family and support systems
 - Caregivers: paid and unpaid
 - Client's health and stability



251

251

Washington State Care Transitions

Washington State "Care Transitions" is a state-wide initiative to foster safe, timely, effective, and coordinated care as clients move between settings

Care Coordination includes collaborating on the discharge Plan of Care with the primary care physician (PCP) and multidisciplinary care team

252

252

How Will You Know if a Client Has Been Hospitalized?

Review PRISM data: there is a lag in submission of billing claims

Emergency Department Information Exchange (EDIE): find out if your Lead or agency subscribe to this service

Some Leads use PreManage, a system that notifies them of emergency department visits and hospital admissions and discharges

Find out who at your agency receives these alerts

253

253

Six Strategies for Care Transitions

- 1 Consistent plan of care with the PCP and home health care (if applicable) upon arrival and discharge from the hospital
- 2 Coordinated follow up call or visit at discharge
- 3 Timely visit to PCP
- 4 Reconciliation of medications soon after transition
- 5 Client, family, and caregiver education coordinated between settings
- 6 Support through increased care management for high-risk clients

254

254

Social/Resource Barriers Assessment

Evaluate, assess, and complete a needs assessment of client's home-going needs and barriers to care including support requirements.

The Katz ADL may be used as a tool for assessing the client's abilities and care needs.

255

255

Social and Resource Barriers

- Personal care needs
- Other disabilities
- Limited income
- Financial reserves
- Unstable or unsafe housing
- Inaccessible housing
- Coping skills
- Employment
- Health literacy or numeracy
- Lack of an advance directive
- Religious or spiritual support
- Education
- Substance use history
- Psychiatric history
- Availability of mental health or SUD services
- Demands on other family members or caregivers
- Transportation

256

256

Client, Family, and Caregiver Follow-up

- What are the discharge orders?
- Do they have a copy of the discharge orders and do they understand them?
- What warning signs or symptoms should be reported to the healthcare provider? Do they have the phone number to the 24 hour nurse line?
- What follow-up is necessary?
- Have the follow-up appointments been scheduled?
- Is the client aware of these appointments and do they need transportation and/or an escort to the appointment/s?
- What are the current medications?

257

257

Does the Client or Caregiver Know Which Red Flags May Require a Call to the Provider?

- Chest pain or palpitations
- Cough
- Infection
- Blurred vision, loss of vision
- Headache
- Fatigue
- Insomnia or problems sleeping
- Discharge
- Warmth to an affected area
- Fever
- Pain
- Nausea and/or vomiting
- Poor appetite
- Weight loss or weight gain
- Bleeding
- Constipation or diarrhea
- Difficulty urinating or no urination
- Dizziness
- Falls

258

258

Triage Grid for Follow Up With PCP

Communication and Follow-Up Based on Patient Triage/Clinical Need				
Patient	Criteria	Appointment Needed within	Provider Handoff	Plan of Care Transfer
High Risk	<ul style="list-style-type: none"> Admitted 2 or more times in the past year Unable to reach back Low likelihood to follow treatment plan High likelihood patient readmitted within 30 days 	48 Hours	Doctor to Doctor	Phone and FAX
Moderate Risk	<ul style="list-style-type: none"> Admitted once in the past year Moderate likelihood to follow treatment plan Moderate likelihood patient readmitted within 30 days 	5 – 7 days	Hospital to PCP Team	EHRT or FAX
Low Risk	<ul style="list-style-type: none"> No other admission in the past year Able to reach back Low likelihood patient readmitted within 30 days 	As Needed	Hospital to PCP Team	EHRT or FAX

Clients who are at very high risk need a quicker and stronger communication process between providers while those at lower risk do not need as intensive of care.

Created by WA physicians and hospitals with evidence from the Institute for Healthcare Improvement

259

259

Medication Reconciliation Defined

Medication reconciliation is:

A **process of comparing** the medications a client took prior to admission to a hospital, nursing facility, or other in-patient center with those ordered by the physician at the time of discharge.

Should also be completed when the client visits their PCP to ensure that the medication record is **accurate and up to date**.

Reduces the potential for administering the wrong dosage, administering a discontinued medication, taking the same medication more than once (e.g. taking the name brand and the generic of the same medication), and/or using expired medications.

260

260

Medication Reconciliation

- During the hospital stay: anticipate needs
- Care Coordinator will provide or ensure that it is completed by a qualified professional

Note: clients who discharge from a facility against medical advice (AMA) may not receive their prescribed medications when they exit the facility. The need to follow up on medication orders and to fill prescriptions becomes even more critical.

261

261

Medication Reconciliation (cont.)

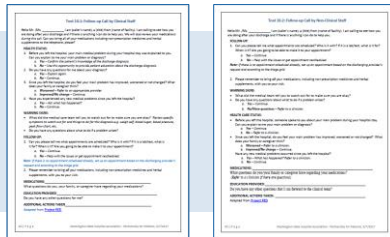
Who can help reconcile medications?

- Primary care physicians (PCP)
 - The PCP's nurse or physician's assistant (PA)
- Family members
- Pharmacists
- Pharmacies that deliver bubble-packed medications to adult family homes
- Home Health nurses
- Adult Day Health Centers
- Nurses in nursing facilities, assisted living, adult family homes, and other institutions

262

262

Follow-up Scripts from “Reducing Readmissions: Care Transitions Toolkit”



263

263

TRAINING

“Teach Back”

Literature shows “Teach Back” is one of the most effective methods for educating clients. Teach Back involves asking the patient, family, or caregiver to recall and restate in their own words what they thought they heard during education or other instructions.

Be aware of the client or caregiver activation level when teaching or using “teach back” techniques.

An example of teach back is to ask your client if they can show you how to locate the number for the 24 –hour nurse helpline

264

264

TRAINING

Let's Consider Our Vignettes

- If Carmella was hospitalized what transition services might you provide?
- How would you work with Sacha if she admits to the hospital and then to the nursing facility and is returning home?

NOTE: when entering a hospital, nursing facility, or other institution introduce yourself to staff each time you enter the facility so staff is aware of your role and services you may offer.

265

265

What Were the Six Strategies for Care Transitions?

- 1 Consistent plan of care with the PCP and home health care (if applicable) upon discharge
- 2 Coordinated follow up call or visit at discharge
- 3 Timely visit to PCP
- 4 Reconciliation of medications soon after discharge
- 5 Client, family, and caregiver education coordinated between settings
- 6 Support through increased care management for high-risk clients

266

266

Let's Pause to Check for Understanding



What experience have you had professionally or personally with effective discharge from a hospital or other inpatient setting?

Do you have any questions about Care Transitions?

267

267

Documentation, Quality Assurance, and Time Management



268

268

Documentation Guidelines

- These are general guidelines
 - Suggested practices
- Ask your Lead/s for their guidelines
 - Data platforms will vary
 - Ask for their client file checklist
- Consult your supervisor
 - What are your agency's requirements?
 - What are best practices?
- Professional standards for your credential and experience
- Documentation should be completed timely



269

TRAINING

269

General Format for Documentation

- Name and title of writer
- Date
- Type of contact
- Who contact was with (if language barrier, was there an interpreter?)
- Core service provided
- Highlights from the conversation
- Objective observations
- Other relevant comments
- Plan for next steps or conclusion
 - Specify due dates and who is responsible
 - If a plan or action is to be completed, was it documented that follow-up occurred in the next note?

270

270

General Tips for Documentation

- Notes are part of the client record – be professional
- Be objective
- Use spell check
- Do not use all CAPS
- If quoting a client use quotation marks
- Do not use acronyms, abbreviations or shorthand unless defined in each note
- Remember - If it is not documented, it didn't happen

271

271

Something to Consider

- If another staff read your narrative would they understand the acronyms, abbreviations or shorthand you use?
- If someone assumed your case could they find a case history?
- Would they know where to pick up after the previous Care Coordinator or allied staff?
 - What referrals need to be completed or need to be managed?
 - What follow-up needs to be completed? Has follow-up been documented?
 - What actions steps are the client, Care Coordinator, or others doing and by when?

272

272

Documentation Example

FTF w/ Sacha at her home. First time meeting b/c her regular CC is on medical leave. She is 69 y.o. woman living alone and has a CG 4 hpd. She has diabetes and other dx including possible MI. Is a PAM level 4 which doesn't seem right b/c in the last yr she's been to ED 30 x's and hosp. 4 x's w/ most recent in a diabetic coma. Discussed how she needs to follow PCPs orders and tx plan or she could end up in hosp. again w/ serious complications. Sacha nodded and said she understands and will try harder. Plan to f/u next mo. to see if she is following orders.

HH Svc = Comprehensive Care Management, Health Promotion & Comprehensive Transitional Care Tier = 2

273

273

Quality Assurance

- Leads complete their audits for client records
 - Ask for their case file checklist
- Health Care Authority (in partnership with DSHS)
 - Audits 10-15 client files each year
 - Proficiency rate is usually 90%
 - Nine out of ten records reviewed meet the requirement
- Leads often use the results of their internal audits and findings from HCA to develop training
 - Ask your Lead for technical assistance

274

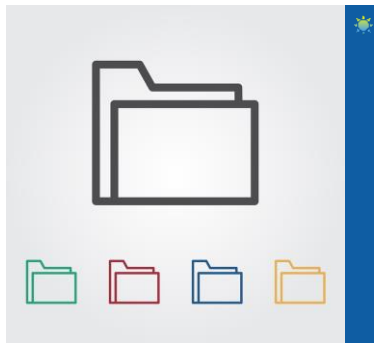
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What Are Reviewers Looking for in a Client File?

Note: requirements change with each update of the Lead's contract/s. QA elements and focus may change.

275

275



Core Services

- Does the case narrative indicate which of the six Health Home core service/s was provided during the month?
 - Indicate services provided by allied staff under the supervision or coordination of the Care Coordinator
 - If allowed, allied staff should document their activities in the case narrative

276

276

Completion of Forms

- Was the Participation Authorization and Information Sharing Consent Form completed, signed, and dated?
 - If not is there a note in the case narrative citing the reason the form was not completed and signed by the client, parent, or guardian?
 - Were additions and deletions dated and initialed by the client, parent, or client representative (POA, guardian)?
- Was the Opt-Out Form completed, signed, and dated?
 - If the client does not complete the form is there a narrative documenting the client's verbal request to opt-out?
 - Was a copy of the completed form mailed to the client (whether completed by the client or the Care Coordinator)

277

277

Required and Additional Screenings

- Required Screenings – PAM®, CAM®, or PPAM®, BMI, Katz ADL, PHQ-9 or PSC-17
 - Document the date required screenings were completed and the score (and level for the Patient Activation Measures ®)
 - If the client, parent, or guardian decline to complete a screening document the date it was offered. Also include the reason if known
 - For example, a parent declined the PPAM ® because the child was ill and needed the parent's care
- Additional screenings – DAST, GAD-7, AUDIT, Falls Risk, Pain
 - Required when applicable to the client's health needs
 - If the client, parent, or guardian decline to complete additional screening document the date it was offered and the reason if known
- Document follow-up to referrals or other actions

278

278

HAP

- Were all fields completed?
 - If not, is there an explanation?
- Were person-centered short and long term goals created?
 - Action steps to achieve the client's prioritized short term goal and who is responsible to complete each step
- Was HAP information shared with the client, parent, family member, or guardian?
 - Formats vary depending on the Lead

279

279

Key Considerations to Document

- In-person visit with the client to develop and finalize the HAP
- Completion of the HAP within 90 days of enrollment with the Care Coordination Organization
- Case narrative supports the Tier that was billed
- Monthly in-person and telephonic interactions with the client
- Completion and update of the HAP (including screenings) at least once during every activity period or when there was change in the client's health status, needs, or preferences

280

280

Key Considerations to Document (cont.)

- Provision of services in a culturally competent manner with equal access for clients with language and communication barriers
- Services are delivered
 - In the client's primary language (document if interpreter used)
 - Recognizing cultural differences and obstacles faced by persons with a developmental disability
 - Recognizing the dynamics of substance use
- Provision of services tailored to special needs such as functional impairment or environmental factors

281

281

Key Considerations to Document (cont.)

- Communication and coordination between the client and the client's service providers and other support systems to address barriers and achieve health action goals
- Provision of individual and family support through care coordination and care transition activities
- Development and/or coordination of multidisciplinary teams to provide assistance as needed

282

282

Key Considerations to Document (cont.)

- Provision of educational materials that:
 - promote improved clinical outcomes
 - increase self-management skills
 - are appropriate to the level of activation
- Note: Document any educational information sent out in client's preferred language if other than English
- Use of peer supports to increase the client's knowledge about their health conditions and adherence to treatment

283

283

Key Considerations to Document (cont.)

- Discussion about advance care planning with the client, parent, or collateral
 - Within the first year that the client agrees to participate in the Health Home Program
 - If this was not completed by a previous Care Coordinator then document that a discussion was offered to the client, parent, family member, or guardian
- Assistance provided to maintain the client's eligibility for programs and services as needed
- Referrals to available community resources to help achieve health action goals

284

284

Key Considerations to Document (cont.)

- Process for notification of the client's admission or discharge from an emergency department or an inpatient setting
 - Because we do not duplicate benefits, if another agency, such as the MCO, is providing care transitions, note this in the case narrative
- Provision of care transition to prevent avoidable readmissions after discharge from an inpatient facility and ensure proper and timely follow-up care
- Participation by the Care Coordinator in all *appropriate* phases of care transition

285

285

Potential Monitoring Questions

- **Encounter Data:** Evidence that the submitted encounter data matched the service level provided
- **Consent:** Evidence of a completed (updated when applicable and reviewed annually) and signed "Health Home Participation Authorization and Information Sharing Consent Form"
- **Timely Interactions:** Evidence of periodic in-person and telephonic interactions with enrollees
- **Initial HAP:** Evidence that the date of service on the G9148 encounter submission was within 90 days of enrollment of the review period, as required

286

286

Potential Monitoring Questions

- **Health Action Plan:** Evidence the HAP was completed and updated every activity period (or more frequently when there was a change in the enrollee's health status, needs, or preferences)
- **Goals:** Evidence within the HAP of the enrollee's person-centered short-term and long-term health action goals
- **Action Steps:** Evidence within the HAP of goal-related action steps and identification of who was responsible to complete each step

287

287

Potential Monitoring Questions

- **Activation Measure:** Evidence within the HAP of documented, completed and scored activation measures, including: Patient Activation Measure/PAM®; Caregiver Activation Measure/CAM®; and Parent Patient Activation Measure/PPAM®
 - Note: If the enrollee declined screening, the HAP must document the date and reason the enrollee declined
- **Required Screenings:** Evidence within the HAP of required screenings, including: BMI; KATZ-ADL; PHQ 9 or PSC 17 scores
 - Note: If the enrollee declined screening/assessment, the HAP must document the reason and date the enrollee declined

288

288

Potential Monitoring Questions

- **Additional Screenings:** Evidence of the use of additional screenings (e.g., GAD7, Falls risk, pain level) when applicable
 - Note: If the enrollee declined screening/assessment, the HAP must document the reason and date the enrollee declined
- **HAP Provided:** Evidence the Care Coordinator provided HAP information to the enrollee, or to the enrollee's caregiver and family with the enrollee's consent

289

289

Potential Monitoring Questions

- **Communication:** Evidence the Care Coordinator facilitated communication and coordination between the enrollee and their providers and other support systems, in an effort to address identified barriers and achieve health action goals
 - (Other support systems may include, but are not limited to family, caregivers, primary care providers, mental health treatment providers, and authorizers of long term services and supports and/or chemical dependency treatment providers)

290

290

Potential Monitoring Questions

- **Multidisciplinary Team:** Evidence the Care Coordinator developed and coordinated multidisciplinary teams to review and provide assistance with the enrollee's case when applicable
- **Health Promotion Materials:** Evidence the Care Coordinator provided or provided access to educational materials, based on the enrollee's level of activation and chronic conditions, including, but not limited to: Customized educational materials; Wellness and prevention education specific to the enrollee's chronic conditions; Mentoring and modeling communication with providers; and Links to resources

291

291

Potential Monitoring Questions

- **Person-Centered Care Coordination:** Evidence demonstrating person-centered care coordination occurred with interventions tailored for the medical, social, economic, behavioral health, functional impairment, cultural and environmental factors that affect the enrollee's health and health care choices by:
 - Recognizing cultural differences when developing the HAP
 - Understanding the dynamics of substance use disorder without judgement
 - Recognizing obstacles faced by persons with developmental disabilities
 - Providing assistance to the enrollee and his or her caregivers in addressing the obstacles
 - Treating enrollees with respect or dignity

292

292

Potential Monitoring Questions

- **Transitional Care:** Evidence of comprehensive transitional care addressing the enrollee's specific health needs to prevent avoidable readmission after discharge from an inpatient facility to include proper and timely follow-up care
- **Notification System:** Evidence of a prompt notification process of the enrollee's admission or discharge from an emergency department or an inpatient setting including the documentation of follow up care

293

293

Potential Monitoring Questions

- **Advance Care Planning:** Evidence that the CC documented discussion regarding advance care planning with the enrollee
- **Individual and Family Support:** Evidence the CC provided individual and family support when providing care coordination, care management, and transitional care activities when applicable
- **Community Resources:** Evidence of identification and referral to available community resources to help achieve health action goals
 - i.e.: Long-term services and supports; Mental health services; Substance use disorder services; Legal services; and Food banks

294

294

Potential Monitoring Questions

- **Assistance with Eligibility:** Evidence the Care Coordinator assisted the enrollee in obtaining and maintaining eligibility as needed for services
 - i.e.: Health care services; Disability benefits; Housing; Personal needs; and Legal services
- **Cultural Competency:** Evidence the Care Coordinator provided services with cultural humility that addresses health disparities through direct interaction with the enrollee in his or her primary language

295

295

Potential Monitoring Questions

- **Screening Follow-up:**
 - Evidence in the file for referrals to providers (PCP or behavioral health provider) when the PHQ-9 score is above 10
 - Evidence in the file the CC used the PAM®, CAM®, or PPAM® to target tools and resources commensurate with the enrollee's level of activation

296

296

Time Management



- Plan your day/week by scheduling time for:
 - Outreach calls and letters
 - Face-to-face visits
 - Follow-up calls
 - Making and actively managing referrals
 - Working with allied staff and multidisciplinary care teams
 - Documentation
- Schedule time for responding to EDIE or PreManage alerts
 - Carve out time in your schedule and if no one has been hospitalized or admitted in the ED use this time for the above activities

297

297

Let's Pause to Check for Understanding



What tips can you share that have helped you better manage your caseload?

Do you have any questions?

298

298

First Meeting, Safety and Incident Reporting

299

299

First visit

- The first visit is a lot about making connections and giving the client time to tell you what they need. Try not to inundate them too much with information
- Create a folder to take with you that includes everything you will need for the client

300

300

What to bring to the first visit

- Client phone number and current address, directions or specific instructions on parking
- HH Participation authorization and information sharing consent form
- ROI for SUD
- HH Adolescent Information Sharing Consent (if necessary)
- PAM/PPAM/CAM
- KATZ
- PHQ-9/PSC-17
- BMI chart
- All optional assessments (Pain, Falls, DAST, AUDIT, and GAD-7)
- Advanced care planning literature (may hold off for future visit)

301

301

What to bring to the first visit

- Paper HAP
- Goal Setting and Action Planning Worksheet
- Crisis number and non-emergency police number
- Other numbers for common resources/referrals
- List of numbers for local community resources (food bank, DME lending programs, etc.)
- List of DSHS workers (APS, case manager, financial workers)
- Agency or MCO specific resources
- HH brochure
- Business card
- Paper and pen and/or laptop
- Cell phone to make any necessary calls for client

302

302

Safety

Tips for Safety Before a Home Visit

- While scheduling the visit ask the client about their home environment:
 - Are there pets, will they be on a leash or in a fenced yard?
 - Do others live with the client or will others attend the visit, what is their relationship?
 - Ask about the neighborhood, get directions, and ask if there are any special instructions for access to the home or parking
- Check out the location to determine if it is in a potentially dangerous area
- Schedule appointments when travel may be easier (e.g. avoid rush hour or inclement road conditions when temperatures drop)

303

303

Safety

Tips for Safety Before Leaving the Office

- Ensure that your cell phone is fully charged
- Make certain that your vehicle has plenty of gas to ensure that you are not stranded in isolated areas
- Avoid carrying a purse and valuables. Dress conservatively wearing shoes that will enable you to move quickly
- Leave your itinerary with the client's name and contact information with a coworker or supervisor. Consider partnering with a coworker and call when you are safely in your vehicle to report that your departure from the visit

304

304

Safety

When You Arrive at the Home

- Park your vehicle so that it cannot be blocked in a driveway, facing the direction you will leave. Consider parking the vehicle so it is out of sight of the home
- Consider calling the client from your vehicle to let them know that you have arrived
- Be aware of hazards or other safety concerns such as broken porch steps, unrestrained pets or yelling and other aggressive actions
- Choose a location to sit that allows you access to an exit
- Trust your intuition, remain calm, and do not complete the visit if you feel unsafe. Safety first!

305

305

Incident Reporting

306

306

TRAINING

Resources

307

307

Non-emergency Medical Transportation (NEMT) Program

- Transportation may be provided to Health Home clients for services when the client is homeless or lives in an unhealthy or unsafe environment
- A Care Coordinator may request NEMT to alternate locations to conduct care coordination services such as:
 - obtaining consent to participate
 - administering health assessments
 - developing the HAP

308

308

TRAINING

Interpreter Services

- For information refer to document in the Classroom Training Manual
- Ask your manager or accountant for your agency's National Provider Identification (NPI) number so that you can schedule interpreters
- Your agency may have more than one NPI number so ask which number you should use for your Health Home clients

309

309



TRAINING

Working with Providers

Offer this letter when visiting your client at nursing facilities, hospitals, and other residential providers (assisted living facilities and adult family homes)

Health Home Program

Dear Informational or Staff,

I am a Health Home Case Coordinator with _____.

I am here to ensure one of your residents is eligible for the Health Home Program. The program is voluntary and is provided at no cost to eligible Medicaid and Medicaid/Medicare clients. The area identified on or below of your residents who are eligible to receive my services.

The Health Home Program helps residents who have one or more chronic diseases. These residents are at risk for other health problems and higher medical costs.

Case Coordinators help your residents create a Health Action Plan, which includes personal health goals. I am excited about providing Health Home services to you.

Case Coordinators help your residents create a Health Action Plan, which includes personal health goals. I am excited about providing Health Home services to you.

1. Teaching your resident about their health
2. Connecting their residents to support your resident and you
3. Referring your resident to various sources of medical care
4. Helping you and your residents meet your resident's needs from a hospital or nursing facility

Your resident may receive monthly visits and phone calls as part of their Health Home services. I look forward to meeting with you to support your resident in meeting their health goals.

Health Home Program

Health Home Case Coordinator

Signature: _____ Date: _____

310

310

TRAINING

Best Practices When Visiting Facilities

- Follow facility sign in/out procedure
- Attempt to adhere to reasonable visiting hours
- Understand basic workings of facilities and roles of staff
- Prearrange visits and private space for meetings
- Provide Residential Introduction Letter
- Have organization identification
- Attain contact information of staff
- Knock and wait for response before entering client's room
- Communicate with HCS case manager (if applicable)

311

311

Community Living Connections (CLC)

Easy to navigate:

- Website is located at:
<https://washingtoncommunitylivingconnections.org/consumer/>
- Enter zip for client's location and select type of service



312

312

DSHS Health Home Website Quick Links: Care Coordinators Links

- Contains Guide Sheets
 - Advance Care Planning
 - Depression Screening and Intervention
- Training schedules and invitations to monthly webinars
- Educational materials for health promotion
- Classroom Training Manual and PowerPoint Handout
- Health Home Herald issues

313



313

Advance Care Planning



CARE COORDINATOR ADVANCE CARE PLANNING (ACP) GUIDE SHEET

OVERVIEW Determining our preferences for health care, medical emergencies, disability, and end of life care poses a challenge not only for ourselves but also for our clients, parents, caregivers, and family members.

Advance Care Planning (ACP) is a process in which an individual explores their goals, values, and beliefs and considers what health care they would want in their future, including wishes and preferences for care at the end of life. It involves choosing a health care agent who can communicate their wishes if they can no longer speak for themselves, and having conversations with their loved ones about their choices.

An Advance Directive (AD) is a legal document that includes two parts: a health care directive for documenting client treatment wishes and a durable power of attorney for health care used to name their selected health care agent (HCA).

YOUR ROLE AS A CARE COORDINATOR Our service Care Coordinators (CCs) are required to provide the opportunity for clients to consider and discuss ACP. While CCs do not draft ADs for their clients they should assist clients and their families in seeking legal assistance if they wish to complete an AD. A discussion about ACP must be offered within the first year of the client's agreement to participate in the Health Home program. CCs are expected to simply begin the conversation to determine the client's interest in ACP. This offer of assistance and any action taken should be documented in the client's care record.

314

TRAINING

314

Developing Relationships and Resources

Lead Organizations have completed outreach activities with local hospitals and institutions

Care Coordination Organizations are encouraged to complete their own outreach to community partners and medical and behavioral health providers to establish working relationships to aid in their care coordination activities

Communicate with case managers and staff at HCS, DDA, AAAs, and other agencies about the program and your role

315

315

Let's Pause to Check for Understanding



Do you have any questions?

316

316

Additional Training

Required Special-topic Training

Optional Training

317

317

Required Training for Fee-for-Service and MCO Health Home Program

Special topic learning modules are located at the DSHS Health Home website:
<https://www.dshs.wa.gov/altsa/home-and-community-services/washington-health-home-program-going-training>

The mandated topics are:

1. [Outreach and Engagement Strategies](#)
2. [Navigating the LTSS System](#)
3. [Cultural and Disability Competence Considerations](#)
4. [Assessment Screening Tools](#)
5. [Coaching and Engaging Clients with Mental Health Needs](#)
6. [Medicare Grievance and Appeals](#) (required if working for Duals)

318

318

Attend Our Monthly Webinars

Ask your Lead for the link to attend monthly webinars or visit the DSHS Care Coordinators website for invitations
<https://www.dshs.wa.gov/altsa/washington-health-home-program-%E2%80%93-training-invitations>



319

319

DSHS Website is Located At:

<https://www.dshs.wa.gov/altsa/washington-health-home-program>



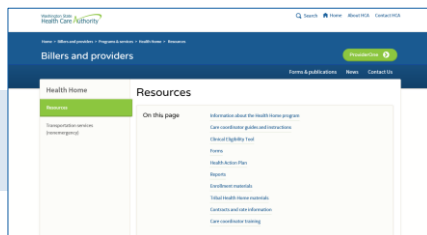
Resources for
Care Coordinators
and Allied Staff

320

320

HCA Website is Located At:

<https://www.hca.wa.gov/billers-providers/programs-and-services/health-homes>



321

321

Let's Pause to Check for Understanding



Do you have any final questions?

322

322

Review of the Learning Objectives

What are the six core Health Home Services?

Describe outreach and engagement strategies you will use.

Describe the key uses of PRISM in care coordination.

How could you use the results of the patient, parent, or caregiver activation measures in working with your client or their collaterals?

323

323

Review of the Learning Objectives (cont.)

What are the required and optional screens used in the HAP?

How does the HAP support the client to improve their health and self-management?

What are the crucial activities of comprehensive transitional care?

324

324

Please Complete the Training Evaluation

We appreciate
your feedback!

TRAINING

325

325



326