



IDENTIFYING
AND
SUPPORTING
FAMILIES WITH
COMPLEX NEEDS

SESSION OBJECTIVE

Implement a registry and tracking system to enhance care to families with complex needs

Defining Risk and
Complex Needs

Advantages for Care
Teams and Families

Simple Implementation
Steps

Moving to Action: Team
Time

SESSION OUTLINE

ADDRESSING PAIN POINTS



NOT ENOUGH TIME WITH
PATIENT



INCONSISTENT RECALL
AND FOLLOW UP



REQUIRES ADDITIONAL
COORDINATION AMONG
CARE TEAM

HOW DO WE IDENTIFY RISK?

Psychosocial needs reflect pediatric risk

In contrast, adult medicine ascribes risk based on chronic conditions, hospitalizations, etc.

WHAT IS RISK IDENTIFICATION?

- Ongoing process ascribes risk status for each patient
- Identifies patients with complex care needs management
 - Enables care team to customize appropriate level of care for pre-identified patient subgroups



Essential clinical approach to customize care

ADVANTAGES FOR CARE TEAM



Adequate time for appointment tailored to the needs of the patient & family



Enhanced pre-visit planning



Enhanced ability to coordinate care



Continuity

ADVANTAGES FOR FAMILIES



Families

- Do not answer the same questions every call/visit
- Have one contact person in the practice
- Get more time at clinic visits
- Can almost always see primary provider
- Are relieved when they know special accommodations will be arranged ahead of time (eg, a quiet room, dim lights, extra set of hands in the room)

STRENGTHENS FAMILY RELATIONSHIP WITH CLINICAL TEAM

Families

- Feel heard and understood
- Feel empowered because they get to start where they want
- Receive whole family cares that values their lived experiences





FAMILY ADVISOR REFLECTION

3 STEPS

Consensus on
risk criteria



Identify, flag, and
track patients



Decide how to
support families

STEP 1: CONSENSUS ON RISK CRITERIA

Gain consensus across QI team on risk criteria

Recommend starting with one or both:

- All families with positive screens/assessments
- All families with positive screens/assessment and referrals

Other considerations:

- Children with mental health concern
- Families with potential health hazards related to psychosocial circumstances
- Those with significant chronic/complex medical condition

STEP 2: IDENTIFY, FLAG, AND TRACK PATIENTS

Identify and track patients meeting criteria:

Identify:

- Based on criteria selected, generate reports by selected z- codes and billing codes

Track:

- Add a flag in your EHR
- Add patient/families into the ASHEW Referral Tracking Sheet (to column 1) or other tracking mechanism

ASHEW REFERRAL TRACKING

Social Determinants of Health Screening Tracking

*This worksheet is for your practice's internal use only. Please use the dropdown menus for the columns "Well Child Visit," "Referral Made (Y/N)," and "Confirmed Referral Uptake? (Y/N)."

- Yellow = Referral made more than 3 (but less than 4) weeks ago with no referral follow-up documented
- Red = Referral made more than 4 weeks ago with no referral follow-up documented

Patient ID	Well Child Visit	Date of Screen (MM/DD/YYYY)	Screening Result (screen used, score and areas of concern)	Referral Made? (Yes/No)	Date of Referral (MM/DD/YYYY)	Date of Follow-up on Referral (MM/DD/YYYY)	Confirmed Referral Uptake? (Y/N)
	24-month	8/10/2020	Concern	Yes	8/10/2020	9/9/2020	
	6-month	9/20/2020	Concern	Yes	9/20/2020	10/20/2020	
	6-month	10/1/2020	Concern	Yes	10/1/2020		
	15-month	9/22/2020	Concern	Yes	9/22/2020	10/22/2020	
	48-months	9/13/2020	Concern	Yes	9/13/2020	10/1/2020	

SDOH Z CODES

Z-codes	Z03.89	encounter for observation for suspected mental condition
	Z71.89	encounter for other specified counseling (altered parent-infant attachment)
	Z76.2	encounter for foster care
	Z76.81	encounter for expectant parent(s) pre-birth pediatrician visit
	Z71.9	encounter for medical advice/counseling NOS
	Z73.810	behavioral insomnia of childhood, sleep onset type
	Z73.811	behavioral insomnia of childhood, limit-setting type
	Z73.812	behavioral insomnia of childhood, combined type
	Z73.819	behavioral insomnia of childhood
ACE-related	Z62.81-	hx of abuse in childhood
	Z62.810	hx of physical & sexual abuse
	Z62.811	hx of psychological/emotional abuse
	Z62.812	hx of neglect
	Z62.819	hx of abuse unspecified
	Z63.4	family disruption due to death of family member, bereavement (includes assumed death)
	Z63.5	family disruption due to divorce or separation
	Z63.72	alcoholism and drug addiction in family
	Z63.8	exposure to domestic violence
SDoH		Persons with potential health hazards related to socioeconomic & psychosocial circumstances
		Problems related to education & literacy
	Z55.0	illiteracy & low level literacy
	Z55.1	schooling unavailable & unattainable
	Z55.2	failed school examinations

STEP 3: DECIDE HOW TO SUPPORT FAMILIES

Select one or more strategies to support families:

- 1. Flag for Complex Needs**
 - Utilize scheduling template to allow extra time for patients with flag
- 2. Pre-visit Planning**
 - Assign staff as complex care coordinator to schedule and identify families' needs prior to visit
 - In daily huddles review, plan, and prepare for complex needs visits
- 3. Protocols for Complex Needs Patients**
 - More frequent visits
 - Follow up calls
 - Always same provider(s)
 - Proactive reminders
- 4. Integration with behavioral health, social worker, and family navigators**
- 5. Optimize billing and coding**

RECAP



Identifying and tracking risks will

- ✓ Improve care through population management
- ✓ Increase efficiency
- ✓ Strengthen support to and relationships with families
- ✓ Engage family advisors

2021 CODING

2021 Time Ranges for Office-Based E/M Services

New Patient	2021 Total Time Range		Established Patient	2021 Total Time Range
99202	15-29 mins		99212	10-19 mins
99203	30-44 mins		99213	20-29 mins
99204	45-59 mins		99214	30-39 mins
99205	60-74 mins		99215	40-54 mins

Note: 99201 was deleted and 99211 does not have typical time as it will be reported for nurse-only visits or very brief physician visits not meeting the level 2 criteria.

POLL

To what degree, if any, are you using a tracking system?

- Not implementing
- Partially implementing
- Fully implementing

3 STEPS

Team Time Instructions

