

Care Coordination Measurement Tool[®]

CCMT 2017 Version 1.1

	Patient Level	Care Coordination Needs	Activity	Outcomes Occurred	Outcomes Prevented	Time Spent	Staff	Clinical Competence
1								
2								

<u>Patient Level</u>	<u>Activity to Fulfill Needs</u>	<u>Outcomes Occurred</u>	<u>Outcomes Prevented</u>	<u>Time Spent</u>
<p>1a. Child/Youth with Special Health Care Needs –with complicating family/social issues</p> <p>1b. Child/Youth without Special Health Care Needs- with complicating family/social issues</p> <p>1c. Child/Youth with Special Health Care Needs- without complicating family/social issues</p> <p>1d. Child/Youth without Special Health Care Needs- without complicating family/social issues</p> <p>1e. Interpreter needed</p> <p>1f. Interpreter not needed</p> <p><u>Care Coordination Needs</u></p> <p>2a. Clinical or Medical Management related to [THIS] clinic (including education about medical or behavioral condition)</p> <p>2b. Mental/Behavioral/Developmental Health</p> <p>2c. Referral and Appointment Management</p> <p>2d. Educational</p> <p>2e. Social Services (housing, food, transportation)</p> <p>2f. Financial/Insurance</p> <p>2g. Advocacy/Legal/Judicial</p> <p>2h. Connection to Community/Non-Medical Resources</p> <p>2i. Prior Authorization</p>	<p>3a. Pre-visit review</p> <p>3b. Patient education/anticipatory guidance</p> <p>3c. Communication with family [via telephone/email]</p> <p>3d. Communication with an internal clinic team member [via telephone/email/in-person]</p> <p>3e. Communication with an external health care provider, hospital, or care team member [via telephone/email]</p> <p>3f. Telehealth encounter</p> <p>3g. Update of clinical chart [electronic medical record system]</p> <p>3h. Communication with a community agency/educational facility/school [via telephone/email]</p> <p>3i. Reviewed labs, diagnostic tests, notes, IEP</p> <p>3j. Form processing (school, camp, etc.)</p> <p>3k. Research of clinical/medical question</p> <p>3l. Research of non-medical question/service/etc.</p> <p>3m. Development/modification of care plan</p> <p>3n. Referral management or appointment scheduling</p> <p>3o. Prescription/Supplies order placement</p> <p>3p. Secured prior authorization for patient</p> <p>3q. Connection to family navigator/family support group</p>	<p>4a. Medication-related discrepancies reconciled</p> <p>4b. Medication treatment adherence</p> <p>4c. Non-medication-related discrepancies reconciled, adherence to care plan</p> <p>4d. Ability for family to better manage at home care and treatment due to education/guidance provided virtually</p> <p>4e. Modification of medical care plan (testing, medication, etc.)</p> <p>4f. Modification of care plan [non-medication component] to reduce unnecessary family burden/stress; increase adherence to care plan</p> <p>4g. Scheduled necessary clinic visit [for THIS clinic]</p> <p>4h. Specialty referral</p> <p>4i. Necessary ER referral</p> <p>4j. Referral to community agency</p> <p>4k. Prior Authorization completed</p> <p>4l. Prescription/medical supplies ordered</p>	<p>5a. Abrupt discontinuation of medication by family/caregiver due to prior authorization requirement</p> <p>5b. Non-adherence to treatment plan due to misunderstanding between care team and family</p> <p>5c. Medication error</p> <p>5d. Presence of adverse medication side effects unnoticed by family/clinic team</p> <p>5e. ER Visit</p> <p>5f. Unnecessary clinic visit [for THIS clinic]</p> <p>5g. Unnecessary specialist visit</p> <p>5h. Missed clinic visit</p> <p>5i. MD/NP call to the family</p> <p>5j. Unnecessary lab/test [prevented duplicative testing]</p> <p>5k. I don't know</p>	<p>6a. less than 5 minutes</p> <p>6b. 5-9 minutes</p> <p>6c. 10-19 minutes</p> <p>6d. 20-29 minutes</p> <p>6e. 30-39 minutes</p> <p>6f. 40-49 minutes</p> <p>6g. 50+ minutes (please note actual time): _____</p> <p><u>Staff</u></p> <p>7a. RN</p> <p>7b. NP</p> <p>7c. PA</p> <p>7d. MA</p> <p>7e. Administrative</p> <p>7f. Care Coordinator</p> <p>7g. Social Worker</p> <p>7h. Physician</p> <p><u>Clinical Competence (CC)</u></p> <p>8a. CC required</p> <p>8b. CC not required</p>

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