

Vermont's Integrated Communities Care Management Learning Collaborative

Webinar #2

December 9, 2015

The webinar will begin shortly. Please note that all participants will be placed on mute during the webinar. If you have a question for the presenters, please either “raise your hand” so that we can take you off mute, or type your question into the text box.

Overview of Today's Agenda

Time Frame	Agenda Item
12:00 – 12:10	Welcome & Updates
12:10 – 12:50	Case Consultations with Lauran Hardin
12:50 – 1:00	Preview of Upcoming Learning Sessions

Case Study Exercise with Lauran Hardin

Lauran Hardin MSN, RN-BC, CNL
Director Complex Care
Mercy Health System
Grand Rapids, Michigan



Windsor VT Case Study

Background Information

- **How did you receive the patient referral?** Volunteers in action sent the referral when they could not find a patient ride for her.
- **Record Review: What was the process to collect the information on the case?** Scanned the chart, spoke to the patient and she carries a 15 page chart of her history which she gave me.
- **Care Team Identification: Introduce us to the team on the case in Windsor VT**

Windsor VT Case Study

- **Patient:** 66-year-old female
- **Insurance:** Medicare and Banker's Life
- **Medical Diagnoses:** Obesity with Gastric Bypass Surgery, DM II, Arthritis and Contusion of R Knee, Metatarsal stress fracture, Decub Ulcer of leg, Polyuria, Urinary Incontinence, HTN, PCOD, Insomnia
- **Psychiatric Diagnoses:** PTSD, Depression
- **In the past year:**
 - Visits to ED – 4 – Acute R Knee pain, Fall, GI Bleed, Cellulitis R Knee
 - Inpatient admissions – 3 – GI Bleed, Infected R Knee, Cellulitis R Knee

Windsor VT Case Study

- **Eco-Mapping:**

Who is the patient's cross continuum care team?

Who are the patient's key supports/relationships?

Windsor VT Case Study

- **Medical Root Causes: What are the medical root causes driving access to the healthcare system/instability?** Pt.s expectations from the Medical Home. She wants all problems to be fixed NOW. Her symptoms have not been managed in terms of pain.
- **What did the patient identify through the Camden Cards as key issues in this area?** Relationship with PCP's have been rocky. Pt. says she goes home with the same problems she comes in with. She wants previous PCP's to be punished for not taking care of her needs.
- **Psychiatric Root Causes: What are the Psychiatric root causes driving access to the healthcare system/instability?** Depression, PTSD, Social Isolation, and Anxiety.
- **What did the patient identify through the Camden Cards as key issues in this area?** Depressed, PTSD(Mental Health)

Windsor VT Case Study

- **Social Root Causes**: What are the social root causes driving access to the healthcare system/instability? Transportation Breakdown due to morbid obesity
- What did the patient identify through the Camden Cards as key issues in this area? Have Transportation
- **System Root Causes**: What are the system root causes driving access to the healthcare system/instability? Access to care for Psychiatry, Eligibility criteria limit patient's options
- What did the patient identify through the Camden Cards as key issues in this area? Lonely and depressed and psychiatry does not make home visits. Medications ordered by her doctors are not covered by her insurance unless high co-pay.

Windsor VT Case Study (cont'd)

- **Root Cause: What is most important to patient? What is biggest driver of instability?** Transportation
- **At The Table: Who would you want at the table for a care conference?** Lead Case Manager, SASH coordinator and wellness nurse, VNA, HHA, VIA, AiH, Psychiatry, PCP, Surgeon
- **Who is the Relationship for Life?** Her niece
- **Primary reason for IP/ED visits:** Right knee arthritis/infection
- **Other factors:** GI Bleed – inconsistent polypharmacy
- **What is most important to address first?** Transportation

Windsor VT Case Study (cont'd)

Care Conference:

- **How will you facilitate the conference?** Lead Care Coordinator
- **What will be the most important needs to address?** Transportation, Pain, Communication among providers
- **Where will you document the conference?** Cerner – EMR, Lead Case Manager will use an interagency care plan
- **How will you manage the shared plan of care?** Update as indicated and the note title in the chart will be under Case Management and titled Interagency Care Plan. A sticky note will be on the face sheet stated the date the Care Plan was placed in the chart.

What questions do you have?

What is your most challenging
Case?

For More Information



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