

Comprehensive Care Plan Patient Family Perspective

Melissa Winger

Health Care Home Consumer Site Evaluator

Health Care Homes Learning Days

April 10, 2019

Certification Standards

- **4764.0040 Subp. 7**
 - **Purpose (statute): To require HCH to deliver services that include a care plan for selected patients with a chronic or complex condition, involve the patient and, if appropriate, the patient's family in the care planning process.**

Recertification Standards

- **4764.0040 Subp. 8.**
 - **Purpose (statute): To require HCH to incorporate external care plans into the HCH comprehensive care plan.**

Medical Equipment

Medical Nutrition

Home Health Aide

Home Infusion

Pharmacy

Outpatient
Rehab

Wound Care

Immunology

- Inability to create Antibodies
- Chronic Parvo Virus

Hematology

- Ehlers Danlos Syndrome
- Chronic Platelet Dysfunction, enlarged spleen, liver abnormalities
- Hemangiomas

Dentist-Specializing in Developmental Disabilities and high risk sedation for simple procedures

Neurology

- Severe Developmental Delay
- Autism

Neurosurgery

- Brain aneurysm
- Arnold Chiari 1

ENT

- Cleft Palate
- Pierre Robin Sequence
- Hearing loss
- Swallowing Disorder

Respiratory

- Obstructive Sleep Apnea
- Reactive Airway Disease

Urology

- Duplicating collecting systems
- Undescended Testicles

Orthopedics

- Plano valgus foot deformity
- Several Broken Bones

Cardiology

- Atrial Septal Defect
- Duplicated Superior Vena Cava

Ophthalmology

- Ptosis
- Severe Myopia
- Astigmatism

Genetics

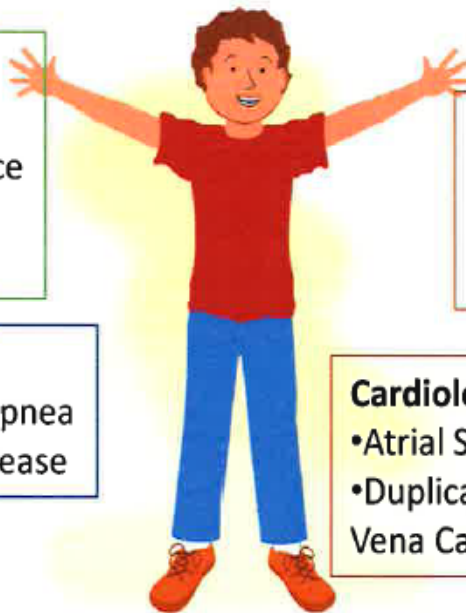
Trisomy 6p, Monosomy 4q

Gastroenterology

- GERD
- Malrotated Intestines
- Cyclic Vomiting Syndrome
- Esophageal Varicies

Endocrinology

- Growth Hormone deficiency
- Testosterone replacement therapy
- Severe Osteoporosis



County D D Worker

Fiscal Agent Waiver

School

Medicaid

This is Devin !!

- Creative, Funny, Loves to dance and sing
- Recreates scenes from movies
- Non verbal
 - Repeats what he hears
 - 10-15 words independently
 - Learns best by watching what you do, visual clues.



Benefits: **Who**, **What** , **Why** and **Where**?

- If there is no benefit, it is not worth the time and energy.
- Not everyone needs a care plan. Care plan policy/procedures should reflect this.
- Other care planning options
 - Asthma action plans
 - After visit summaries

Benefits: **Who**, **What** , **Why** and **Where**?

- Figure out why, before addressing what
- Who is this for? Who will use and read the care plan?
 - Patient /Family – Extended family and friends
 - Primary Care providers (after hours providers)
 - Multiple specialists
 - Community resources- County and Financial Services
 - School/ Care facilities
 - Emergency rooms/ Hospitals
 - Medical equipment and Home Care

Benefits: **Who, What , Why** and **Where**?

- Required components (health care home rules)
- Summarize – example: hospitalizations
 - Refer to multiple admissions for pneumonia vs. listing all of them.
- Problem list- Who monitors this condition, how often? What is the acute exacerbation plan
- Medications- Current meds and who refills them and what is it treating?

Benefits: Who, What , Why and Where?

- Examples of Exacerbation
- Avoid immediate reaction to go to the ER !

Condition	Provider accountable	Exacerbation Plan	Preventative plan
Bleeding – Thrombocytopenia	Hematologist Dr. XXXX Phone:	Nose bleed- Use Nosebleed QR. After one hour need to have platelet labs. Normal for Devin is 35,000-75,000 Trauma- Use Amicar and contact PCP.	Preventative: 1. Have Nosebleed QR on hand. 2. Amicar on hand and not expired.
Aspiration	Pulmonologist Dr.XXX Phone:	Choking after eating and O2 saturations below 93% (normal for Devin is 96% ^. O2 sat do not recover in 2 hours and cough continues call PCP for chest xray	Preventative: 1. Follow food prep for pudding thick 2. Pulse Ox on hand and working appropriately
G-Tube dislodged	Gastroenterologist Dr.XXX Phone:	Dislodged with broken balloon. Cover with gauze. Parents are able to place new one. Go to PCP or ER and bring replacement G tube.	Preventative: Extra G Tube on hand in the correct size.

Benefits: **Who, What** ², **Why** and **Where**?

- Goals – Medical and Patient/Family
- Who are they for? The provider or the patient?
 - Medical goals can only be accomplished if the patient sees a benefit to their lives.
 - Medical goals can be achieved through personal goals using motivational interviewing.
- Stop smoking vs. Maintaining mobility
- How do we get there, and what do they need?
- Time ? Short term vs long term
- Transitions to adult care and finding supervised living

Benefits: **Who, What** ³, **Why** and **Where**?

- Personal, cultural beliefs
 - Treatments that would like to be avoided
 - Dietary preferences or homeopathic medications
 - Quality of life
- Additional supports that may cause barriers such as transportation, health literacy
 - List preferred transportation company (3 days notice etc.)
 - Patient learns best by physical demonstration or pictures etc..

Benefits: **Who, What³, Why and Where?**

- Where does the document live? Is it accessible?
- Updated ? Is the updated date on the Care Plan?
- Patient/ Family provided a copy
 - Language? Patients and Providers?
 - Educate on how to use the care plan
- Shared with all involved in the patients care ?

Rethink and Focus

- Multiple care plans.
 - Is it helpful to the patient to have many different care plans? How much paperwork do they need to carry around?
- “They have access to the medical record”
 - How long do providers have to search the record ?
- Ask yourself , if the patient was on vacation and had a health concern, what would happen at the local ER, if they had no care plan and your clinic was not immediately available to answer a call?

Questions and Comments



Melissa Winger
Health Care Home Consumer Site Evaluator
wingermj@gmail.com