Comprehensive Care Plan
Patient Family Perspective

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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.
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!

<table>
<thead>
<tr>
<th>Condition</th>
<th>Provider accountable</th>
<th>Exacerbation Plan</th>
<th>Preventative plan</th>
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</table>
| 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**, **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**, *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, What**, **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

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