Number of Returns

- PC Internal Medicine: 9
- PC Family Practice: 18
- PC Pediatrics: 5
- Acute Care - Med Surg (Hospital): 33
- Acute Care - Behavioral Health (Hospital): 16
- Behavioral Health Outpatient: 33
- Community Based Organization: 12
- Health Home: 16

Igniting Healthcare Change in WNY
Does your organization accept Medicaid Clients?
What is the average time it takes to get a new patient appointment or initiate services?

- PC: 16
  - 1-7 days: 3
  - 8-14 days: 7
  - 15-30 days: 5
  - 30-60 days: 3
  - 2-3 months: 2
  - 3-6 months: 3
  - Greater than 6 months: 1

- BH: 31
  - 1-7 days: 1
  - 8-14 days: 2
  - 15-30 days: 2
  - 30-60 days: 2
  - 2-3 months: 1
  - 3-6 months: 1
  - Greater than 6 months: 1

- CBO: 4
  - 1-7 days: 2
  - 8-14 days: 2

- HH: 14
  - 1-7 days: 2
  - 8-14 days: 1

Igniting Healthcare Change in WNY
Does your organization provide care coordination/transitions of care services?

- PC: 100%
- BH: 90%
- HH: 100%
- Acute: 70%
- CBO: 100%

Yes: Dark blue
No care coordination services: Red
How do you define care coordination?

Key components/Themes

⭐ Providers/Organization in collaboration
⭐ Linkages to services/Coordinating appointments
⭐ Appropriate discharge plan/Inpatient to outpatient link
⭐ Support services
⭐ Addressing social determinants
⭐ Other: health home partner, patient best outcome, bringing services into the practice, care plan adherence, meeting patient where they are at…
What patients receive care coordination?

<table>
<thead>
<tr>
<th>Category</th>
<th>All</th>
<th>A defined group (some)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC</td>
<td>13</td>
<td>4</td>
</tr>
<tr>
<td>BH</td>
<td>14</td>
<td>9</td>
</tr>
<tr>
<td>HH</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Acute</td>
<td>28</td>
<td>11</td>
</tr>
<tr>
<td>CBO</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>
How do you determine who will receive services?
Disease focused or behavioral health categories?

- Diabetes
- Depression
- Schizophrenia
- Cardiovascular Disease (CVD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Other

Other
- Homelessness
- Mental health SUDs
- Asthma
- High utilizer of ED
- High social needs
- DD (Dementia)
- Need for prev srv
- ADHD w oppositional do
- HH (Dementia) criteria
- Pregnancy compl
- HIV
- End stage renal
- Ortho
- Pneumonia
- Disease does not allow them to return to current living situation

Igniting Healthcare Change in WNY
Do you currently risk stratify?

<table>
<thead>
<tr>
<th>Sector</th>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC</td>
<td>19</td>
<td>11</td>
</tr>
<tr>
<td>BH</td>
<td>12</td>
<td>9</td>
</tr>
<tr>
<td>HH</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Acute</td>
<td>14</td>
<td>20</td>
</tr>
<tr>
<td>CBO</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>57</td>
<td>47</td>
</tr>
</tbody>
</table>
Do you have a "dedicated" care coordination staff?

- PC: 11% Dedicated staff, 8% Staff coordinating care along with other duties, 2% Mixture
- BH: 4% Dedicated staff, 12% Staff coordinating care along with other duties, 5% Mixture
- HH: 3% Dedicated staff, 2% Staff coordinating care along with other duties, 13% Mixture
- Acute: 9% Dedicated staff, 13% Staff coordinating care along with other duties, 6% Mixture
- CBO: 2% Dedicated staff, 2% Staff coordinating care along with other duties, 47% Mixture
- Total: 14% Dedicated staff, 39% Staff coordinating care along with other duties, 27% Mixture
## Staffing/Volume

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Total Volume</th>
<th>Medicaid Vol</th>
<th>CC average case load</th>
<th>Main Staff utilized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care</td>
<td>500-20,000</td>
<td>45-13,895</td>
<td>1-100</td>
<td>RN, LPN SW (some CHW)</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>12-10,000</td>
<td>12-8,500</td>
<td>10-60</td>
<td>SW, LMHC, SA counc, RN/LPN, (some CHW)</td>
</tr>
<tr>
<td>Health Home</td>
<td>85-4,300</td>
<td>35-85</td>
<td></td>
<td>SW, CHW, other</td>
</tr>
<tr>
<td>Acute</td>
<td>15-35</td>
<td></td>
<td></td>
<td>RN/SW</td>
</tr>
<tr>
<td>CBO</td>
<td>150-39,000</td>
<td>120-26,000</td>
<td>18-50</td>
<td>CHW (some RN, SW)</td>
</tr>
</tbody>
</table>
Case load

Average case load per FTE
Max case load per FTE

PC  BH  HH  Acute  CBO

Igniting Healthcare Change in WNY
Most pressing challenges your team faces

- Prioritization of Pt
- IT challenges
- Locating patients
- Patient complaints
- Staffing resources
- Volume of patients
- Other

Other:
- Hospital/provider communication
- Pt noncompliance
- No show rates
- Ped behavioral health
- Parent understanding
- Cumbersome process
- Social determinants
- Pt inability to navigate the system
- Literacy
- Transitioning from community to PC

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How do you measure success of the CC services?

- Do not measure
- Preventable ED visits
- Preventable admissions/re-admission
- Patient satisfaction
- Quality Measures (describe below which ones)
- Other comment

Other:
- Staff feedback
- When outcome is prevented
- Additional metrics ie A1C, birth weight...
- HH should be measuring
- Referral tracking
- Requirements of their grant funding
- Monthly case review

PC
BH
HH
Acute
CBO

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