

West County Health Centers, Inc.
Clinical Protocol

Clinical Protocol:	RN Complex Care Management Case Conference	L	Category: Clinical
Staff Role:	RN Care Management		Page: 1 of 2

Protocol Summary: The goal of Complex Management Case Conference is to communicate the patient directed Care Plan, relay insights from the intake session, guide a solution oriented discussion, complete the Care Team Strategy and coordinate care across the patients health team as necessary. Patients who are candidates for Complex Case Management are not thriving in the current model of care; the Care Team should approach this care conference with a creative, outside-the-box mentality to rethink the approach to care.

- 1) RN Care Manager should coordinate Care Team schedules with the FO Coordinator to allow for a 1 hour Case Conference for each patient at intake into the Complex Care Management program. 30 minutes of the provider schedule can be used for this meeting.
- 2) RN Care Manager will lead an introduction to the meeting including:
 - brief clinical presentation including reason that the patient was recommended for Complex Care Management
 - review of the Comprehensive Assessment, SF12, PHQ9, and PAM survey
 - Review of the patient directed Care Plan
- 3) Add general insights from the home visit and insights from the family or care giver.
- 4) Lead a solution oriented discussion about general approach for the Care Team including:
 - creative solutions to reduce barriers to care
 - potential alternative opportunities for Care Team to enhance the potential for success including different ways to engage with patient; collaborative opportunities with care partners, insurance plan, community resources; engaging with areas that were identified as motivating for patient or care giver; etc.
- 5) Complete the Care Team Strategy that incorporates the patient’s goals and Care Team’s approach to care. Collaboration and coordination with other health partners or important participants should be included in the care plan.

Effective Date:	Revision Date:
Supervisor Approval: <i>Initial</i>	Medical Director Approval: <u> JLC </u> <i>Initial</i>