### Care Coordination Measurement Tool®

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#### Patient Level
- 1a. Child/Youth with Special Health Care Needs – with complicating family/social issues
- 1b. Child/Youth without Special Health Care Needs – with complicating family/social issues
- 1c. Child/Youth with Special Health Care Needs – without complicating family/social issues
- 1d. Child/Youth without Special Health Care Needs – without complicating family/social issues
- 1e. Interpreter needed
- 1f. Interpreter not needed

#### Care Coordination Needs
- 2a. Clinical or Medical Management related to [THIS] clinic (including education about medical or behavioral condition)
- 2b. Mental/Behavioral/Developmental Health
- 2c. Referral and Appointment Management
- 2d. Educational
- 2e. Social Services (housing, food, transportation)
- 2f. Financial/Insurance
- 2g. Advocacy/Legal/Judicial
- 2h. Connection to Community/Non-Medical Resources
- 2i. Prior Authorization

#### Activity to Fulfill Needs
- 3a. Pre-visit review
- 3b. Patient education/anticipatory guidance
- 3c. Communication with family [via telephone/email]
- 3d. Communication with an internal clinic team member [via telephone/email/in-person]
- 3e. Communication with an external health care provider, hospital, or care team member [via telephone/email]
- 3f. Telehealth encounter
- 3g. Update of clinical chart [electronic medical record system]
- 3h. Communication with a community agency/educational facility/school [via telephone/email]
- 3i. Reviewed labs, diagnostic tests, notes, IEP
- 3j. Form processing (school, camp, etc.)
- 3k. Research of clinical/medical question
- 3l. Research of non-medical question/service/etc.
- 3m. Development/modification of care plan
- 3n. Referral management or appointment scheduling
- 3o. Prescription/Supplies order placement
- 3p. Secured prior authorization for patient
- 3q. Connection to family navigator/family support group

#### Outcomes Occurred
- 4a. Medication-related discrepancies reconciled
- 4b. Medication treatment compliance
- 4c. Non-medication-related discrepancies reconciled, adherence to care plan
- 4d. Ability for family to better manage at home care and treatment due to education/guidance provided virtually
- 4e. Modification of medical care plan (testing, medication, etc.)
- 4f. Modification of care plan [non-medication component] to reduce unnecessary family burden/stress; increase adherence to care plan
- 4g. Scheduled necessary clinic visit [for THIS clinic]
- 4h. Specialty referral
- 4i. Necessary ER referral
- 4j. Referral to community agency
- 4k. Prior Authorization completed
- 4l. Prescription/medical supplies ordered

#### Outcomes Prevented
- 5a. Abrupt discontinuation of medication by family/caregiver due to prior authorization requirement
- 5b. Non-compliance to treatment plan due to misunderstanding between care team and family
- 5c. Medication error
- 5d. Presence of adverse medication side effects unnoticed by family/clinic team
- 5e. ER Visit
- 5f. Unnecessary clinic visit [for THIS clinic]
- 5g. Unnecessary specialist visit
- 5h. Missed clinic visit
- 5i. MD/NP call to the family
- 5j. Unnecessary lab/test [prevented duplicative testing]
- 5k. I don’t know

#### Time Spent
- 6a. less than 5 minutes
- 6b. 5-9 minutes
- 6c. 10-19 minutes
- 6d. 20-29 minutes
- 6e. 30-39 minutes
- 6f. 40-49 minutes
- 6g. 50+ minutes (please note actual time): ___________

#### Staff
- 7a. RN
- 7b. NP
- 7c. PA
- 7d. MA
- 7e. Administrative
- 7f. Care Coordinator
- 7g. Social Worker
- 7f. Physician

#### Clinical Competence (CC)
- 8a. CC required
- 8b. CC not required

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The National Center for Care Coordination Technical Assistance is working in partnership with the National Center for Medical Home Implementation (NCMHI) in the American Academy of Pediatrics. The NCMHI is supported by the Health Resources and Services Administration (HRSA) of the United States Department of Health and Human Services (HHS) grant number U43MC09134.