### Care Coordination Measurement Tool®

#### CCMT 2017 Version 1.1

<table>
<thead>
<tr>
<th>Patient Level</th>
<th>Care Coordination Needs</th>
<th>Activity</th>
<th>Outcomes Occurred</th>
<th>Outcomes Prevented</th>
<th>Time Spent</th>
<th>Staff</th>
<th>Clinical Competence</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### 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 adherence
4c. Non-medications-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-medications 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-adherence 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

© Boston Children’s Hospital, 2017. For permission to use, please contact: Richard.Antonelli@childrens.harvard.edu

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.