

[PREVIOUS] Care Coordination: Research Question

C13. Care Coordination. Are care coordination services (i.e., any services to help coordinate care; not limited to MCO-defined services) available for consumers who need it? Are care coordination services effective for those who have received them?

RC13a. Are KanCare consumers receiving individually coordinated health, community and social supports when needed? (overall and by identified population categories)

RC 13b. Do KanCare consumers receiving individually coordinated health, community and social supports experience continuity, security and improved or stable health outcomes? (overall and by identified population categories)

[REVISED] Care Coordination: Research Questions and Measures

General Care Coordination by providers – How well do providers assist KanCare members in managing their care, including organizing communication and cooperation among the member and others responsible for different aspects of care?

MCO Care Coordination for KanCare consumers receiving HCBS Waiver services – How well do MCO Care Coordinators assist KanCare HCBS Waiver members in managing their care?

Targeted Case Management for KanCare consumers receiving Intellectual/Developmental Disability (I/DD) Waiver services – How well do Targeted Case Managers assist KanCare I/DD Waiver members in managing their care?

Revised Research Question(s)	Possible Data Sources and Measure(s)
<p>How well do providers assist KanCare members in managing their care, including organizing communication and cooperation among the member and others responsible for different aspects of care?</p>	<p>CAHPS Adult</p> <ul style="list-style-type: none"> • 9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? 1 Never 2 Sometimes 3 Usually 4 Always • 18. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? 1 Never 2 Sometimes 3 Usually 4 Always • 22. Personal Doctor seemed informed and up-to-date about care received from other providers. <p>Child and CCC General Child</p> <ul style="list-style-type: none"> • 20. In the last 6 months, how often was it easy to get appointments for your child with specialists? 1 Never 2 Sometimes 3 Usually 4 Always • 40. Personal Doctor seemed informed and up-to-date about care received from other providers.

Children with Chronic Conditions Supplemental questions

- CC7. In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?
- CC9. In the last 6 months, how often was it easy to get special medical equipment or devices for your child? 1 Never 2 Sometimes 3 Usually 4 Always
- CC10. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child? 1 Yes 2 No
- CC12. In the last 6 months, how often was it easy to get this therapy for your child? 1 Never 2 Sometimes 3 Usually 4 Always
- CC13. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child? 1 Yes 2 No
- CC15. In the last 6 months, how often was it easy to get this treatment or counseling for your child? 1 Never 2 Sometimes 3 Usually 4 Always
- CC16. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? 1 Yes 2 No
- CC18. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services? 1 Yes 2 No
- CC20. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life? 1 Yes 2 No
- CC21. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life? 1 Yes 2 No
- CC23. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? 1 Never 2 Sometimes 3 Usually 4 Always
- CC24. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines? 1 Yes 2 No

SUD Survey

- Has your counselor requested a release of information for the other substance abuse counselor who you saw?
- Has your counselor requested a release of information for and discussed your treatment with your medical doctor?

HEDIS

- HEDIS gaps in care reports may capture follow-up visits and transitions in care
 - Follow-Up After Mental Health Hospitalization (HEDIS)

	<ul style="list-style-type: none"> ○ Initiation and Engagement of Alcohol and Other Drug Dependence (HEDIS) ○ Anti-Depressant Medication Management (HEDIS) ○ Follow-up Care for Children Prescribed ADHD Medicine ○ Annual Monitoring for Patients on Persistent Medications ○ Preventive care measures <p><u>Other Measures</u></p> <ul style="list-style-type: none"> ● Hospital Readmissions ● Hospital Admission after Discharge from Nursing Facility ● ED visits, observation stays, or inpatient admissions for following conditions (Administrative) that could be sign of chronic concerns not well managed/coordinated, such as: <ul style="list-style-type: none"> ○ Diabetic Ketoacidosis/ Hyperglycemia, or ○ Acute severe asthma, or ○ Hypertensive crisis, or ○ Fall injuries (age >65), or ○ SUD, or ○ Mental health issues.
<p>How well do MCO Care Coordinators assist KanCare HCBS Waiver members in managing their care?</p>	<p><u>HCBS CAHPS</u></p> <ul style="list-style-type: none"> ● Do you know who your MCO Care Coordinator is? ● Could you contact them when needed? ● Work with you when asked for help getting or fixing equipment? ● Help in getting changes in service, or help getting places or finding a job? ● Rating of help received from MCO Care Coordinator. ● Would you recommend this care coordinator? <p><u>National Core Indicators – AD, IDD</u></p> <ul style="list-style-type: none"> ● Case manager/care coordinator talked to them about services that might help with any unmet needs and goals ● Proportion of people discharged from the hospital or LTC facility who felt comfortable going home. ● Proportion of people making a transition from hospital or LTC facility who had adequate follow-up. ● Proportion of people who know how to manage their chronic conditions. <p><u>Contractual Monitoring Data</u> MCO Care Coordinator timely completion of assessments and service plans with KanCare members as required.</p>

<p>How well do Targeted Case Managers assist KanCare I/DD Waiver members in managing their care?</p>	<p><u>HCBS CAHPS</u></p> <ul style="list-style-type: none">• Do you know who your Targeted Case Manager is?• Could you contact them when needed?• Work with you when asked for help getting or fixing equipment?• Help in getting changes in service, or help getting places or finding a job?• Rating of help received from Targeted Case Manager.• Would you recommend this Targeted Case Manager?• <p><u>National Core Indicators – AD, I/DD</u></p> <ul style="list-style-type: none">• Case manager/care coordinator talked to them about services that might help with any unmet needs and goals• Proportion of people discharged from the hospital or LTC facility who felt comfortable going home.• Proportion of people making a transition from hospital or LTC facility who had adequate follow-up.• Proportion of people who know how to manage their chronic conditions. <p><u>Encounter Data/Other Data Source</u></p> <p>MCO Encounter Data regarding Targeted Case Managers' timely completion of required case management activities with KanCare members obtaining Intellectual or Developmental Disability Waiver services. Review other available data sources.</p>
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