## Patient Level

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<tr>
<td>1</td>
<td>1a. Child/Youth with Special Health Care Needs –with complicating family/social issues</td>
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<td>1b. Child/Youth without Special Health Care Needs- with complicating family/social issues</td>
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<td>1c. Child/Youth with Special Health Care Needs- without complicating family/social issues</td>
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<td>1d. Child/Youth without Special Health Care Needs- without complicating family/social issues</td>
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<td>1e. Interpreter needed</td>
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<td>1f. Interpreter not needed</td>
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## 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-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. Speciality 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
- 7h. Physician

## Clinical Competence

- 8a. CC required
- 8b. CC not required

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