

Figure 8: OPIP Proposal to KPNW for the Categories for Evaluating the PCT™ Program

<u><i>Utilization of Medical Services</i></u>	<u><i>General Functioning</i></u>	<u><i>Patient/Parent report</i></u>
<p>1. Acute services used- The PCT program hopes to REDUCE the use of these services for PCT patients. These variables can be collected via system-level data in the EHR, and will include:</p> <ul style="list-style-type: none"> • ER visits • Urgent care clinic visit • Hospital admission (bed days) • PICU admission (bed days) • Hospital readmission (within 30 days) • No Show/Canceled Appointments <p>2. Preventative/recommended services used- The PCT program hopes to INCREASE access of appropriate services for PCT patients. By and large these variables can be collected via system-level data available. Variables will include:</p> <ul style="list-style-type: none"> • Well child care visits • Immunizations (up-to-date) • Routine follow-up (i.e. med check, weight check) • Tracking of completed referrals (specialists, services-OT/PT/speech) • Tracking filled prescriptions • Mental health services • Substance abuse services 	<p>Methodological Considerations: Assessments in general functioning will take into account certain patient characteristics (age, medical vs social complexity). The variables may be gathered from EHR, system-level data, team assessments or asked directly to the family. Identified variables include:</p> <ul style="list-style-type: none"> • Medical functioning (team-assessed/family input) • Quality of health assessment (team-assessed/family input) • School functioning (Onboarding) <ul style="list-style-type: none"> ○ Includes absentee rate ○ Has IEP/504 if appropriate ○ School needs addressed ○ Behavioral health plan if appropriate • Work functioning (Onboarding) <ul style="list-style-type: none"> ○ Includes missed days • Adherence to treatment goals (team-assessed, shared plan of care) • Tracking KPNW PCT tiering system (team assessed) • Tracking of Overall Health Complexity Score (System-level data) • Tracking of disease-specific measures (if applicable): BMI, HgbA1c, ACT, TRACK, ASQ, PHQ-9, CRAFFT, Vanderbilt 	<p>Methodological Considerations: This will be a set of 10 questions to be administered at time of onboarding and periodically during and after complex care management to assess family experience. Questions will include assessments of at least the following variables:</p> <ul style="list-style-type: none"> • Access to care and care management services • Quality of care and care management services • Care of personal life • Family empowerment • Open-ended feedback for complex care management