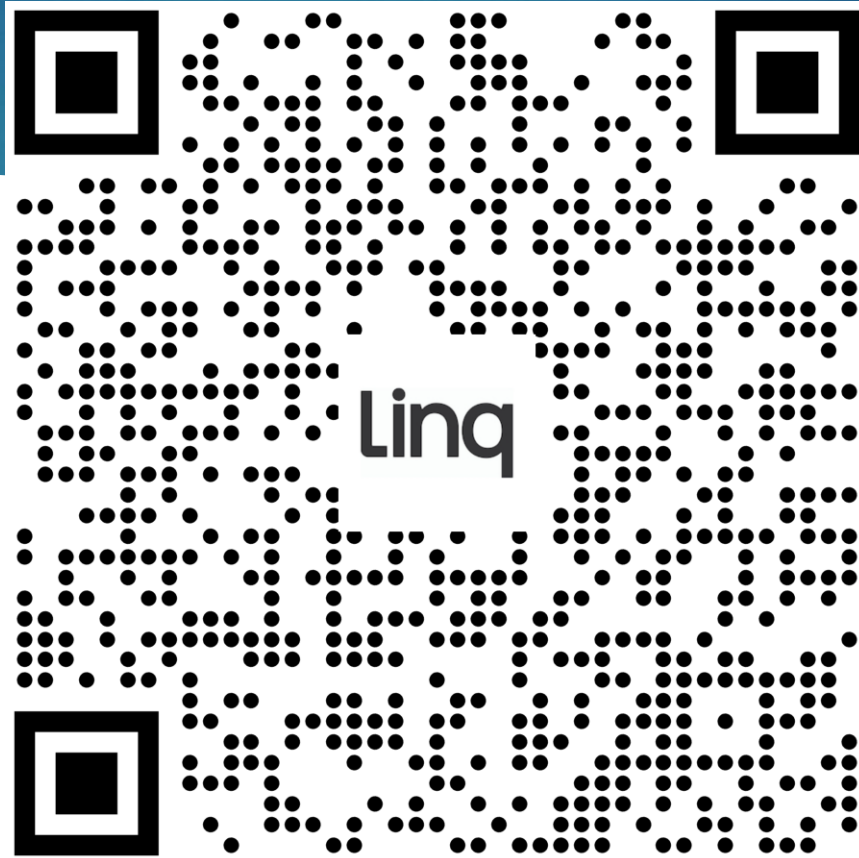




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Changing Mindset from 911 to CP

VIEWING OUR PATIENTS WITH A NEW LENS

FACT Finding



Intake form- looking for
gaps in care.



GOAL-
decrease 911
utilization

PAGE 1

Do they have a PCP?



```
graph TD; A[Do they have a PCP?] --> B[Insurance coverage?]; B --> C[Where do they get their care? ER? PCP?]
```

Insurance coverage?

Where do they get their care? ER?
PCP?

PAGE 2

USE 911

How many
times called
911 this year?



How many
times gone
to ER?



Any
admissions to
the hospital?

EXAMPLE

Called 911 25 times

ED 0 Admissions 0

What does this tell us?

Where does this lead you? GAPS?



Example #2

911 25 times

ER 25 times

Admission 20 times

What does this tell us?

Answer

Multiple co-morbidities?

Education on disease process?

Care plan for following disease process with specialist?

- What method will you use to find baseline of disease process education?
- Health Literacy?

Medication Reconciliation



Who prescribes meds?

Multiple doctors?

- Are they sick or doctor shopping?



Do they take meds as directed?

Is this why they go to ER?



Any gaps in getting meds?

Medication delivery options?



Do they understand why they take them?

Page 3
Nutrition

How do you rate your diet?

Lets us know where they think they are

Example of a typical day- are they realistic?

Alcohol & Smoking

Alcohol- opens up conversation



Smoking

Pick your battles

Consider cutting down?

Have they tried nicotine patch or assistive medications?

FALLS

Any falls in past year?
Were you injured?

Worry about falling?

Unsteady when
standing/walking?

Depression PHQ-2



DETERMINING A BASELINE



HAVE THEY BEEN TREATED
FOR DEPRESSION IN THE
PAST?



NEED FOR MORE
QUESTIONS?

PAGE 4 KATZ INDEX

Determining level
of independence
and resources
needed.

Self-explanatory

Scores of 6
independent to 0
very dependent

PAGE 5 PEAT SCALE



Used by Department of
Health and Senior Services



Final questions cover any
SDOH not addressed

WRAP UP WHAT DID WE LEARN?



EACH SECTION BOLD FACE
QUESTION IS A PART OF
CARE PLAN



WE ARE TREATING THE
WHOLE PATIENT



INITIAL ENCOUNTER WE ARE
BUILDING TRUST



QUESTIONS