

# Care Management

UMC of El Paso

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# Care Management

- Evaluate and screen patients on admission.
- Obtain consents for next level of care authorizations if needed.
- Formulate discharge plan based on clinical progress and disease process.
- Communicate with support staff to finalize discharge process.
- Consult social work for placement, DME, and home health as needed.
- Social workers do screening assessments.

# What we do:

- Set up patient with out patient physical therapy
- Durable medical equipment
  - Walker, wheelchair, 3:1, etc.
  - Secure wound vac (funded and unfunded)
  - MD and WOCN recommendations
- IV infusion/antibiotics
  - PICC line care
- Home health
  - Chronic education, wound care, IV abx, after care
- Family teaching
- Provider services

# Indigent programs

- Patients without insurance who reside in El Paso county have access to indigent services.
  - Home health, hospice care, home IV antibiotics, and limited DME assistance.
  - Patients who qualify for discount will also have access to outpatient wound care, rehab, PCP at our UMC clinics, high risk clinics for Coumadin, HTN, pharmacy, and Home health

# Unfunded Hospital Discount

## **Proof of income**

- W2 IRS 1040
- 2 recent pay stubs
- Work history form
- Employer statement of patients income on letterhead
- Bank statements

Requirements

# Unfunded Hospital Discount

## **Proof of residency**

- TX drivers license
- School enrollment records
- Property tax statement
- Rent receipts
- Mortgage payment receipts
- Lease or contract
- Utility receipts
- Voters registration
- Auto registration
- Current official ID
- Documents from DHS

# Wounds requiring IV ABX

## Unfunded

- Prescription
- Placement of PICC line documented in Cerner
- ID recommendations
- Home health orders
- Family to assist with IV Abx
- 3 documented teachings by RN
- EP first form
- Social worker assessment
- History and Physical
- F/U appointment with PCP and ID

# Wounds Requiring IV Abx Funded

- Prescription
- History and physical
- Demographics
- Labs and microbiology reports
- ID recommendations
- Contact insurance preferred providers after patient has consented to provider
  - Coram, Amerita, Briova, Paragon
- Set up home health for patient
- F/U appointment with PCP and ID



# Social Service Assessment

- Name
- DOB
- Phone
- Family
- Discharge address
- Home address verified
- Caregiver
- Utilities:
  - Gas
  - Electricity
  - Running water
- Acceptable storage area
- Transportation

Make sure family support is available

# Wound Vac

- KCI offers a indigent program for U.S. residents
  - Application for charity must be filled out
- KCI requirements and all the steps
  - Where will the vac be delivered
  - Dressings and supplies needed
  - Length of need
  - Vac settings
  - Wound measurements
  - Location and Type of wound
  - Attending signatures needed
  - Title 19 for Medicaid (H/H and DME)

# Discharge

- The discharge order matters:
  - We need to know what services the patient needs upon leaving the hospital.
    - Home health, PT, wound care...
  - Transfers to SNF / In patient rehabs
  - Home IV Abx
    - Scripts need to be given to case manager and social worker before noon if patient needs to leave same day

Questions???