



The ECM Assessment: Practical Strategies

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Participants are automatically MUTED
Please place any questions in the **CHAT** to
"Everyone"



Welcome & Updates

Jessica Hampton, ECM/CS Manager



The Assessment in ECM

Practical Strategies

Today's Team



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THE ECM ASSESSMENT Practical Strategies

AGENDA – The Why, What and How of the Assessment

1. Discussion of the WHY behind the Comprehensive Assessment
2. The WHAT of the Assessment
 1. The assessments & screeners in Activate Care
3. The HOW: The Assessment as a therapeutic and engagement tool
 - The Conversational Assessment
 - Applying Motivational Interviewing skills
4. The Assessment Cycle



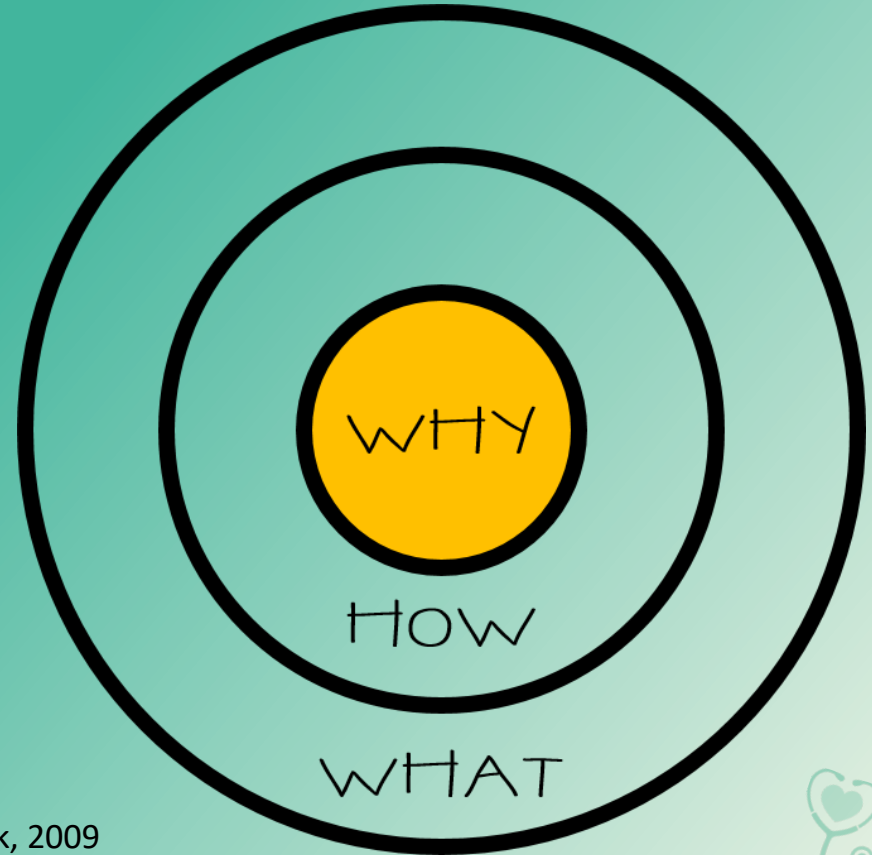
LEARNING OBJECTIVES

Upon conclusion of this webinar, participants will be able to:

1. Describe the standard domains covered in the ECM assessment
2. Outline the skills used in using the assessment as a therapeutic tool
3. Illustrate the Assessment Cycle that continuously incorporates needs, goals and services and informs the care plan

The Golden Circle

- A review of the WHY behind the Assessment



Sinek, 2009

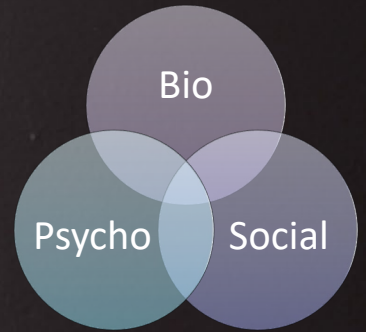


#START WITH THE WHY

A **comprehensive assessment** that covers the “whole person” is important because...

Type your answer into the chat





The What:

Covering all the
Domains in the
Assessment

Are you Using Activate Care? *POLL*



Activate Care

Snapshot of the Domains covered in the Intake Assessment

Including information from an already completed comprehensive assessment, if available

Asking the member what their needs are in the following areas, including:

- Physical and Developmental Health
- Mental Health/Cognitive Health
- Substance Use, including services*
- Long-term Services and Supports
- Oral Health
- Community Support Services/Social Services
- Housing, and other services related to SDOH

*Drug Medi-Cal/Medi-Cal ODS services



What's missing here? What needs clarification? **CHAT IN!**

The Intake Assessment in Activate Care Keeping a Patient-Centered Lens

- Assessing for Member **Strengths**
- **Goals** of Care/Member **Preferences**
- **Clinical** Support Needed
- **Non-Clinical** Support/Resources Needed
- Frequency of **Contact** & **Reassessment**



The Intake Assessment: Cultural/Linguistic Considerations, including

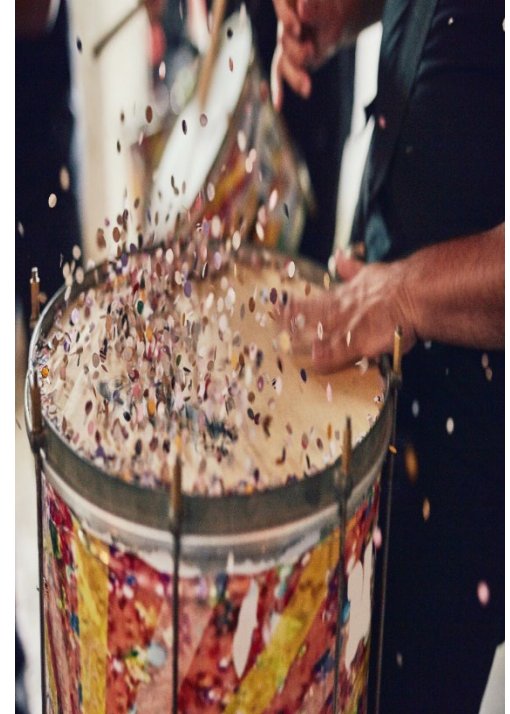
Beliefs that Drive Approach to Care

- *Please tell me about any **cultural, religious and/or spiritual beliefs** that are important to you and your family's health and wellness*

Preferred language – reading and speaking

Health Literacy Questions

- *Please let me know what sort of assistance you would like with*
 - *Taking your medications*
 - *Filling out health forms*
 - *Asking and answering questions during a doctor's visit*
 - *Challenges reading or understanding what you read*



Informing the Assessment

Spotlight on the Behavioral Health Screeners in Activate Care

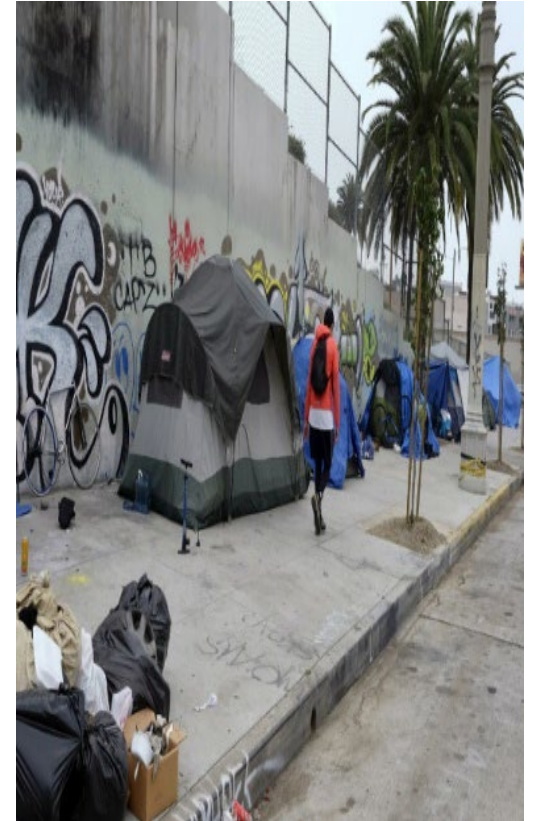
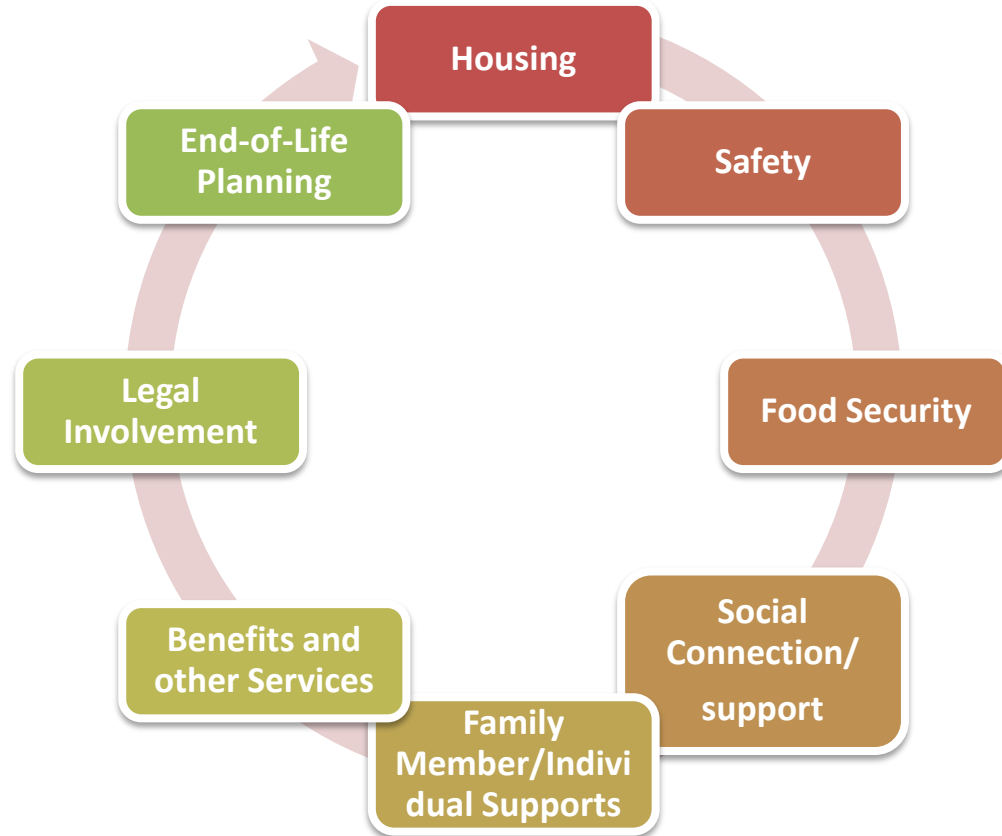
- ***Patient Health Questionnaire (PHQ-2 & 9 – Depression)***
- ***General Anxiety Disorder (GAD-7)***
- ***Alcohol Use Disorders Identification Test (AUDIT-C – 3 questions)***

*Remember to
consult when
there is a safety
concern*

		Not at all	Several days	More than half the days	Nearly every day
1.	Little interest or pleasure in doing things	0	1	2	3
2.	Feeling down, depressed, or hopeless	0	1	2	3
3.	Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4.	Feeling tired or having little energy	0	1	2	3
5.	Poor appetite or overeating	0	1	2	3
6.	Feeling bad about yourself — or that you are a failure or have let yourself or your family down	0	1	2	3
7.	Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8.	Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9.	Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3

The Intake Assessment – Covering all the Domains

Social Determinants of Health (SDoH)



The Assessment in Activate Care

Spotlight on Screeners that include SDOH



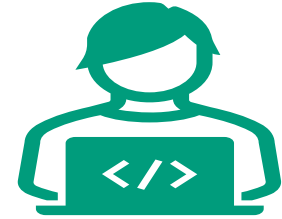
- *PRAPARE: Protocol for Responding to and Assessing Patient Assets, Risks and Experiences*
- *PROMIS-10: Patient Reported Outcomes Measurement Information System*
- *World Health Organization – Quality of Life Brief Survey*

*Self-report
surveys that
track outcomes
of the **whole-
person***



The SDOH Assessment in Activate Care

Coding the Populations of Focus



There are multiple Z-codes that cover:

Housing, Food, Psychosocial, Education/Literacy, Legal, Health Hazards Related to Circumstances

Code Guide for the 3 Populations of Focus:

1. Homeless: Z95.00 (Homelessness, unspecified)
2. SMI/SUD: Z65.8 (Other Specified problems related to psychosocial circumstances)
3. High Utilizer: Z65.8 (Other Specified problems related to psychosocial circumstances)



The Assessment Approach

The
HOW



What is your Comfort Level Completing an Assessment with your new ECM Patients?

Poll Question



- A. To be honest, it always feels awkward to ask some of the more personal questions
- B. It sometimes feels OK, especially if I already know the patient
- C. Most of the time I feel comfortable asking these questions
- D. I feel very comfortable and skilled in asking all the questions in the comprehensive assessment
- E. *Other comments – Chat In!*



How to Assess: Science and Art

Science

Information
Gathering

Identify goals and
track progress

Documentation

Art

Conversation vs.
questionnaire

Letting the
member **tell their
story**

Building the
relationship –
using the
assessment as an
engagement tool



The ECM Comprehensive Assessment - Getting Started

Starting with an *introduction statement* that highlights the importance of the patient's role in the ECM benefit:


By participating in the Enhanced Care Management benefit, you are committing to partnering with me in your care




Our team is here to provide support to help you work towards your health and social goals;



We will work with you to help you develop your own management of your health and daily life.



Today and over the next 1-3 visits, we will complete this assessment together,



and from there develop goals and next steps that support your overall health and wellness.

The Conversational Assessment*

A Therapeutic Approach

"...you should have conversations that are led by the person rather than by following a form"

"...it enables people to describe their lives in ways that mean something to them."

A Few Key Principles:

- *Recognizes that people are experts in their own lives*
- *Takes place within the context of the person's whole life and their community*
- *Starts with a blank sheet*
 - *The conversation should be led by what's important to the person, but care workers can prompt and shape the discussion*



***Content from Skillsforcare.org.uk**

Key Motivational Interviewing Skills to use in the Assessment

OARS: **Open-ended**, **Affirmations**, Reflections, Summaries

- **Open-ended questions**
 - Gathers more info
 - Can start with “How,” “What,” “Tell me about...”
 - Avoids the yes/no question & answer trap
- **Affirmations**
 - Compliments or statements of appreciation or understanding
 - Builds rapport



Key Motivational Interviewing Skills to use in the Assessment

OARS: Open-ended, Affirmations, **Reflections**, **Summaries**

- **Reflections**
 - Demonstrates that you have accurately heard and understood the patient
 - Encourages further exploration of problems and feelings
 - Strengthens the empathic relationship
- **Summaries**
 - Reinforce what has been said, show you have been listening carefully, and prepare the patient to transition from one topic to the next



Motivational Interviewing - Using **OARS** to Engage during the Assessment

Purpose/Meaning and Strengths

*Infusing **open-ended questions** throughout the assessment process*

1. How strongly do you agree with this statement? **I lead a purposeful & meaningful life.**

2. **Strengths:** What is something that you are good at or really proud of?

3. **Self-Efficacy:** How confident are you in taking actions needed to maintain or improve your health?

4. **Coping Skills:** When you feel sad or worried, what helps you feel better? What do you do for fun or to relax?

5. **Problem-Solving:** When you had a difficult situation in the past, what did you do?

6. **Motivation:** What do you want to improve about your health? Why do you want to improve your health?

Motivational Interviewing: Using OARS to Engage the Patient During the Assessment

- An **Affirmation** builds rapport and promotes self-efficacy, highlighting the member's strengths
 - I appreciate that it must have taken a lot of courage to talk about your drinking habits today
 - I appreciate your efforts despite the discomfort you are in
 - I've enjoyed talking with you today and getting to know you a bit
 - I recognize how hard it must have been for you to come in today. You took a big step
- What affirmations have you used with your patients?

Type your answer into the chat!



Motivational Interviewing:

Using OARS to Engage the Patient During the Assessment

- **Reflection** involves listening and understanding the meaning of what the patient says
 - continues the sentence
 - Sometimes making a guess
 - Repeat/rephrase
- I don't think my blood pressure numbers are such a big deal
- ***"So, at this moment you are not too concerned about your blood pressure"***
- Who are you to give me advice? What do you know, you've probably never smoked a joint!
- ***"It's hard to imagine how I could possibly understand"***
- I just don't want to take pills. I should be able to take care of this on my own
- ***"You don't want to rely on a drug. It seems to you like a crutch"***

Reflective listening is a way of checking rather than assuming that you know what is meant (Miller and Rollnick 2002)

Content from University of Iowa , SBIRT



OARS

Using Summary to inform the Assessment

Steps

1. Announce that you are about to summarize

- *"Let me stop and summarize what we've just talked about"*

2. Summarize the main theme

- *"We've covered a lot but I'm hearing the main thing on your mind is keeping your apartment right now"*
- *"You're also worried about the fact that you are having trouble with your vision and haven't wanted to go to a doctor to be checked out"*

3. Include both sides of the ambivalence about changing

- *"At the same time, you mentioned that you've had some nagging thoughts of your own about your physical health, including your vision"*

4. Invite the person to correct anything missed

- *"Did I miss anything?"*

5. Encourage continued conversation

- *"Is there more?"*



Discussing Disclosures & Vulnerabilities

Continuing with the Spirit of Motivational Interviewing (MI) - **Empathy**

Imagine yourself in the patient's shoes and how it feels to be meeting a new person for the first time, knowing they are collecting lots of sensitive information about you

- *Validate, support, reassure when asking for personal & sensitive information*
- *Practice unconditional positive regard**
 - *Genuineness, acceptance, respectful, non-judgmental*
- *Be patient – assessment is a process*
 - *No need to collect everything in the 1st session*



*Developed by Carl Rogers



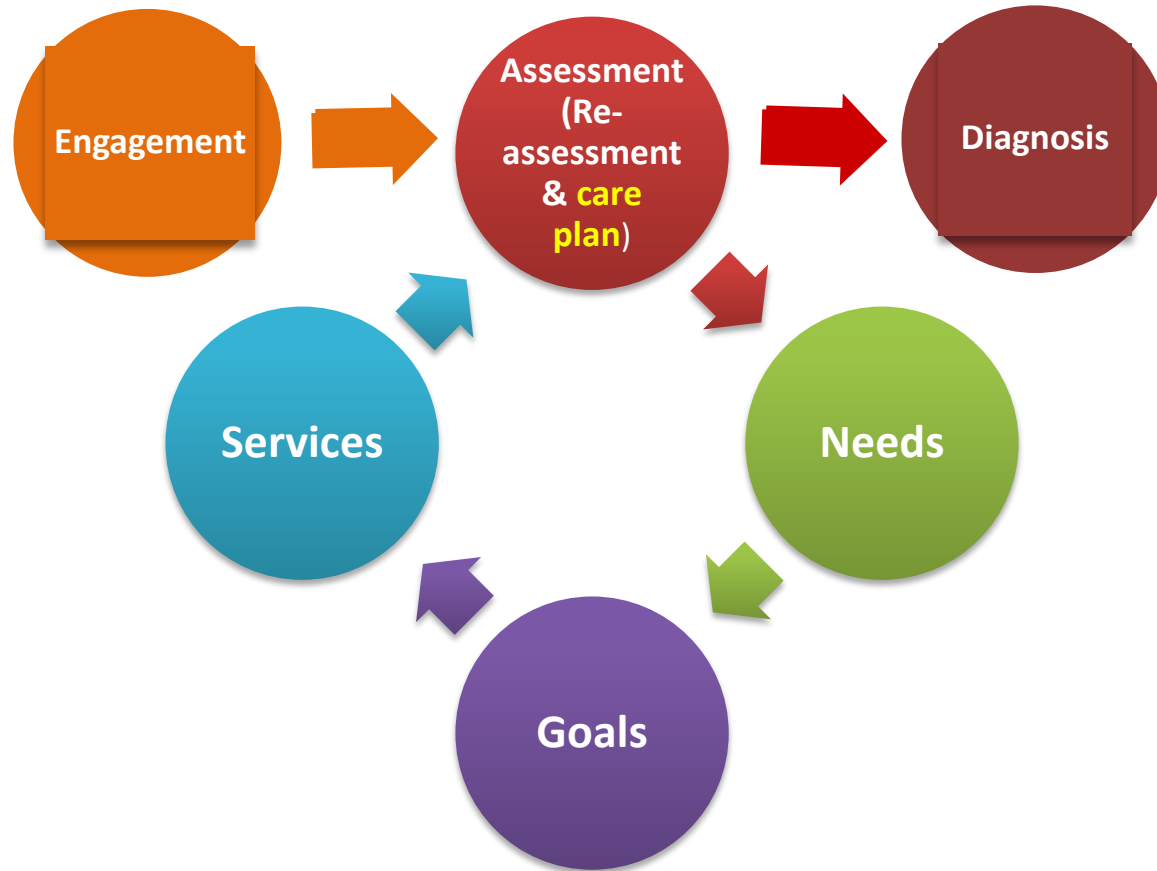
The Assessment Summary – Informing the Care Plan

Concluding with the Patient's Priorities and Next Steps – Sample Questions

What concerns you most about your physical or mental health?
What is one thing you would like to do right now to improve your health (such as cutting back on caffeinated or sugary drinks? – <i>provide easy, harm reduction examples</i>)
What would you like to achieve from our work and time together?
From our meeting today what comes to mind as your top 1-3 goals for your health, wellness and social and/or living situation for the next 3-6 months?

<i>Summary of Primary Needs identified from Assessment:</i>	
Next Steps	Person Responsible
1.	
2.	
3.	
Next Appointment/Location:	

The Assessment Cycle: A living document that informs the Care Plan

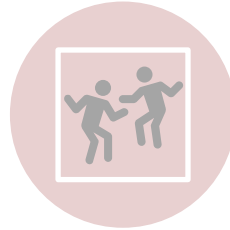


Summary of Today's Session

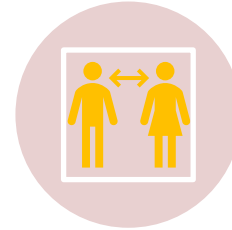
Engaging our patients in the assessment process



THE WHY
THE IMPORTANCE OF
THE ECM ASSESSMENT



THE WHAT
A REVIEW OF THE
ASSESSMENTS AND
SCREENERS IN
ACTIVATE CARE



THE HOW
THE ASSESSMENT AS A
THERAPEUTIC AND
ENGAGEMENT TOOL



Q&A
Chat in!



Coming Up Next



A Day in the Life of an ECM Team

When: Thursday, May 12, 2022

Time: 10:00 am.

Before You Go...

Please Complete the Evaluation of Today's Session

Click on the link in the chat to the survey





ASSESSMENT IN ECM: PRACTICAL STRATEGIES

From all of us...

