

# MULTIDISCIPLINARY CARE PLANS: ROAD MAP TO IMPROVING CARE

Sarah A. Cloud, MSW, LICSW, Director of Social Work

Beth Israel Deaconess Hospital-Plymouth

## Introduction/Problem

Multidisciplinary care plans provide a systematic approach to meeting an individual patient's complex needs by:

- Creating institutional memory across numerous providers
- Summarizing recurrent presentations and related testing
- Identifying existing clinical, behavioral, and social services
- Recommending strategies to promote safe, high-quality care

## Aim/Goal

- Provide a snap shot of the patient's complexity
- Provide guidance on next steps to care for the patient
- Reduce unnecessary hospital admissions
- Reduce readmissions and ED visits

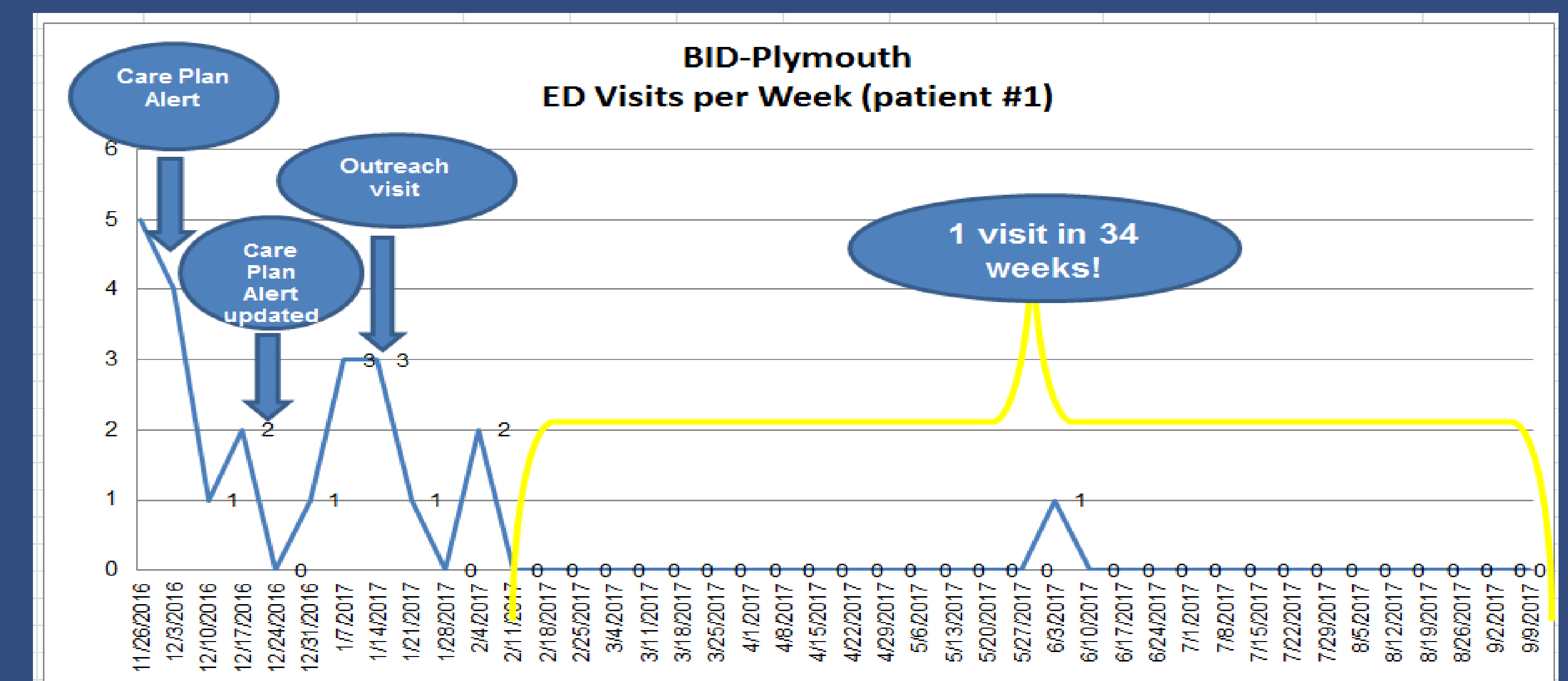
## The Team

- Sarah Cloud, MSW, LICSW, Director of Social Work
- Pedro Bonilla, MD, Medical Director Outpatient & Emergency Psychiatry
- Alejandro Mendoza, MD, Chairman, Department of Psychiatry
- Amanda Ortengren, DO, Hospitalist
- Kim Scheub, MD, Emergency Medicine
- Elizabeth Charron, RN, BSN, Clinical Nurse Manager
- Donna Sawyer, APRNBC, Emergency Department
- Colleen Slowey-Morelli, MSW, LICSW, Emergency Department
- Jennifer Meech, RN BSN, ACM, ED Case Management
- Jessica Jordan, MSW, LICSW, Med Surge
- Brendan Davidson, BA, Aftercare Specialist

## The Interventions

- Patients are *nominated* by care team members based on complexity or *identified* based on utilization pattern.
- Cases are then determined to be *medical* or *social services* based on primary driver of utilization.
- Care Plan development is assigned to a primary author based on type of plan and familiarity with the case.
- Input is sought from internal and external care team members, including the patient and family.
- Draft plan is presented to multidisciplinary team for review, recommendation and approval.
- Plan is updated based on feedback, entered into EMR and shared with patient and providers.
- Plan is updated as new information becomes available.

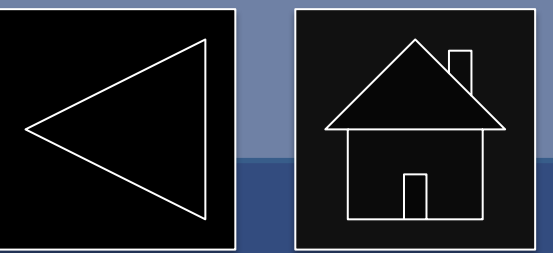
## Results/Progress to Date



*For more information, contact:*

Sarah A. Cloud, MSW, LICSW, Director of Social Work } (774)454-1201



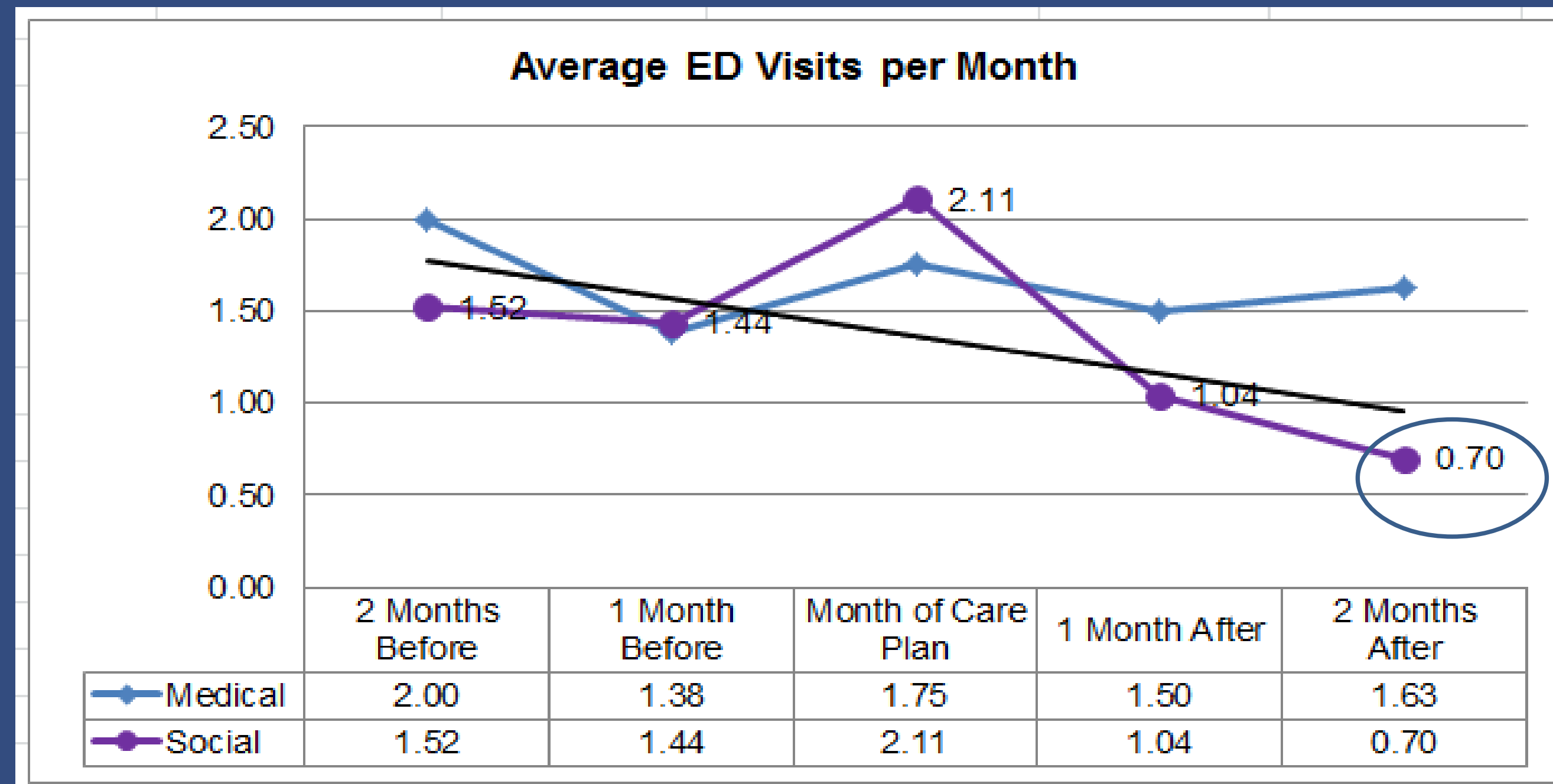


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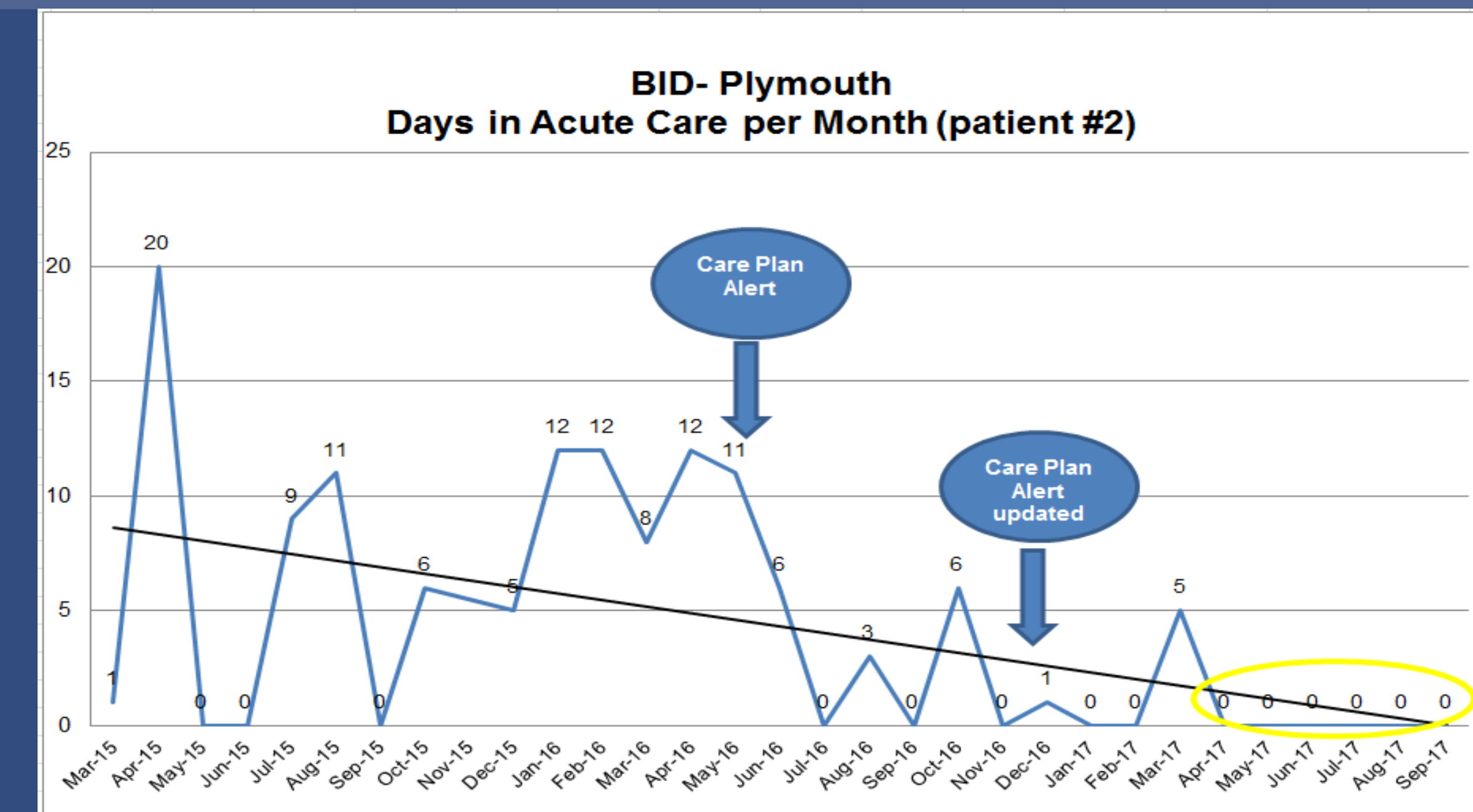
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## More Results/Progress to Date

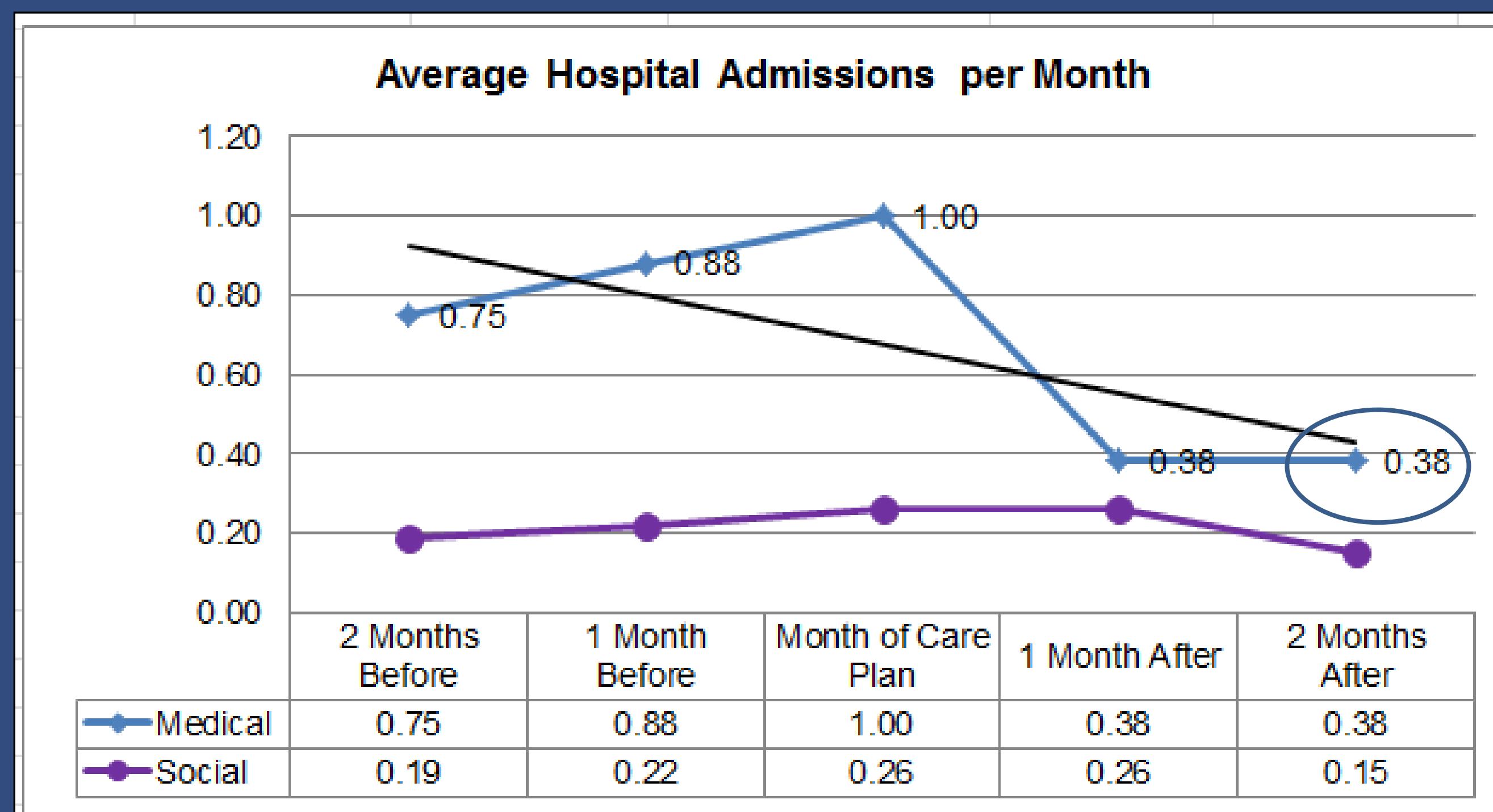


Social Services  
Driven Plan =  
↓ ED visits

## Social Services Driven Plan



## Effect of Care Plan Implementation on Emergency Department Visits



Medical Driven  
Plan =  
↓ Admissions

## Lessons Learned

- Engage the patient and capture who he/she is as a person, not just as a patient.
- Identify the primary driver of utilization as the basis of the plan - Medical or Social Services.
- Identify strategies and interventions by discipline and role on the care team.
- Keep the plan short (1-2 pages).

## Next Steps

- Expand upon the practice of inviting patients in to develop the plan when not in crisis.
- Continued training across all members of the care team and community treatment providers.
- Enhance technology to support easy identification of cases with a care plan on record

## Effect of Care Plan Implementation on Hospital Admissions

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