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| Category | Your Observations | Suggestions for Action |
| Medications | * Are there opportunities to simplify the medication regimen for this child? * Is the patient filling prescriptions consistently? | Develop annotated medication list, including medication, pronunciation, dose, route, indication and prescribing physician, for family to bring to all health care encounters and to update at every encounter.  * Organize phone call with prescribing subspecialists and UPMC *for You* pharmacist.   To speak to our Pharmacy Resource Center, call 1-800-979-8762 (UPMC) between 8 a.m. and 5 p.m. *Please mention that you are calling about a UPMC High Value for Kids member*. Care coordinator to call family to identify potential barriers to consistent refills. Encourage the family to enroll in retail pharmacy auto-refill programs. |
| Facility Utilization | What opportunities might there be to prevent:  * + ED use?   + Urgent care/retail care use?   + Avoidable inpatient admissions? | Attempt to identify root cause:Assess if patient has used afterhours phone triage serviceTo consider alternative structure for responding to afterhours calls for this target population  * Care coordinator to work with family to develop home care plan/self-management skills * Assess flu shot status |
| Care Coordination | Are there multiple subspecialists involved in patient’s care? If so, what opportunities are there to better coordinate? | Organize a care conference among all providers  * Contact the provider(s) to discuss |