

Goal Card Introduction

OCTOBER 19, 2020

Goals as part of Shared Plan of Care (SPoC)

- Excellent work so far, most families know they have a SPoC!
- Goals can be challenging
 - Hard for our team to ask
 - Hard for families to think of goals
 - “Hopes and dreams” vs SMART goals
- SMART goals
 - Specific
 - Measurable
 - Achievable
 - Realistic
 - Time-based

Commitment to Goals

SPA agreement for Medicaid payments requires a care plan that must:

- Specify the goals and actions to address the medical, social, educational, and any other identified need.
- Identify a course of action to respond to the member's assessed needs.
- Include timeframes for initiating and/or completing the identified actions

Audits

Annual Medicaid audits look for:

- Goals listed on shared plan of care
- Documentation that action was taken to work on goals
- Want to see when goals were met

Internal audits

- Most goals don't have a timeline

Our goal! Shared family goals

- Families need goals for multiple different purposes
 - Our Shared Plan of Care (mostly medical)
 - School/IEP
 - CLTS Waiver
-

Goal Cards!



Experience my community



Have someone help find and coordinate community services



Receive good dental care



Help get myself dressed

Goal Cards For Families



Learn about my medications



Learn healthy choices



Have my parent(s) have more time for themselves



Be more independent

Learn how to tell others what I need



Communication

Get better sleep



Medical and Health

Play more



Community, Social, and School

Get support for my brother(s) and sister(s)



Home and Family

Be treated with respect



Independence

Improve my hygiene



Home and Family

Resources

- Physical cards in Conference Room and Clinic
 - English currently, printing Spanish copies
- Goal Cards Online:
 - https://healthtransitionwi.org/wp-content/uploads/sites/178/2020/05/Goal-Cards-for-Families_final.pdf
- Manual Online:
 - <https://www.dhs.wisconsin.gov/publications/p02579d.pdf>
- Coming soon: Web app that will print chosen Goal Cards and suggested resources

Next week

Becky Burns joins Monday meeting

- Designed Goal Cards and Manual
- Statewide Coordinator, Wisconsin Children and Youth with Special Health Care Needs

New workflow for using Goal Cards



Before Visit

- RN/CCA: Introduce Goal Cards to family in the month before a clinic/virtual visit
 - In monthly check-in call or during appt reminder call if possible
 - Always send Goal Card introduction and link by MyChart
 - New smartphrase: SNPGOALCARDS
- Provider:
 - Clinic: Bring Goal Cards to visit
 - Telehealth: Open Goal Card site in a tab so ready to share during visit

During Visit

- Not dictating when in visit, you can do it when it comes up normally
- Either provider or nurse can lead discussion about goal cards, as it makes sense during the visit.
- Ask family if they had a chance to look at goal cards
- Scripting: We're trying out a new tool called Goal Cards. You got a MyChart message about it. Did you have a chance to look at it? What did you think? Can we look at them now?

If they have chosen Goal Cards

- Use Manual for ideas for probing questions for discussion and resources related to each goal.
 - Can do this after the visit to send resources (and make sure to document that you do this!).
- Need SMART goals in documentation (for Medicaid payment requirements).
 - Specific
 - Measurable
 - Achievable
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After Goal Card discussion

Data Collection Sheet:

- At end of visit (or end of goals discussion), ask family:
 - We are trying out the Goal Cards and want your honest option. How much did the Goal Cards influence the conversation around goals?
 1. They limited the conversation
 2. No change from usual
 3. They improved or supported the discussion
- Mark whether Goals were covered at end of visit or sometime sooner.
- Same 3 questions for team about Goal Cards

After Visit

- In note, document whether Goal Cards were used
- Send Data Sheet to Sarah J
- Make sure to document work on Goals between visits

Case Discussion

Receive good dental care



Medical and Health

Case Discussion

Feel like I belong in my community



Community, Social, and School