Complex Care Management Triage Tool v11.13

Patient Name: _____ **MRN#:** _____

Referred by: _____ **Referral Date:** _____ **DOB:** _____ **Age:** ___

Triaged by: _____ **Triage Date:** _____ **Clinic:** _____

Patient Activation: Pt willing to engage in CM: **Yes/ No** Patient knows of referral: **Yes/ No**

Higher Risk Drivers (3 Points Each)

Points	
	Utilization (medical or psych)**:** (12 Points Max) __ IP admit in past 30 days **OR** __ 30-day Readmission in past year **OR** __ 2+ IP admits in past 6 months **OR** __ 2+ ED visits in past 6 months
	High Risk of: (6 Points Max) __ IP admit/ ED visits in next 6 months __ Significant decline in functional status/ need for LTC in next 6 months

Moderate Risk Drivers (2 Points Each)

	High Risk Chronic Disease –- poorly controlled (2 Points Each) __CAD __CHF __Diabetes __COPD __Chronic Pain __End stage disease**:**_____
	RX Meds: 8+ active prescriptions OR recent change in high risk meds (anticoagulant, insulin, etc)
	Disengagement: significant, chronic condition(s) and (2 Points Total) ○ inadequate follow-up with PCP, or ○ not following care plan, or ○ specialty care without coordination
	Disability: significant Physical/ Mental/ Learning disability impacting reasons for referral (2 Points Total)
	Psycho-Social risk factors which prevent adequate mgmt of high risk diseases (2 Points Each/ 6 pts max) (e.g.-language/literacy, safety, homeless, poor supports, food insecurity, undocumented legal status, etc.)
	Substance Abuse: Actively using, newly sober, motivated to change (2 Points Total) __ Alcohol __Opioid __Benzodiazepine __Other
	Mental Health DX that is severe, persistent, and uncontrolled: (2 Points Total) __Schizophrenia __ Major Depression __Bipolar __Debilitating Anxiety __ Other _____

Fundamental Risk Drivers (1 Point Each)

	Chronic Disease/ Co-morbidities – not well controlled/ not noted above (1 Point Each) _____
	Functional Impairments – Fall risk, impaired ADLs, impaired ambulation, impaired judgment, difficulty getting to appts, unable to follow med regimen (1 Point Each)

= Total Score	≥ 15 = High Risk – offer Complex CM <15 = Does not meet criteria for Complex CM

Disposition Plan: _____

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