## Project Description / Purpose

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| **Project Name:** | *High Risk Member Tracking* |
| **Clinic:** | *Canyon Pediatrics Gilbert* |
| **Process:** | *Collection, Categorization, and Review of High-Risk Members* |
| **TIP 2.0 Process Milestone:** | *4.1. High-Risk Members Identification and Tracking* |
| **Project Description / Purpose** | |
| Patients determined to be high-risk for physical and mental health concerns are at risk for poor health outcomes, inadequate quality of care, and increased costs. Canyon Pediatrics does not currently aggregate all identified high-risk members into one unified collection to be reviewed by provider teams. The purpose of this project is to identify all current pathways for identification of high-risk members, aggregate them into one collected place, and set-up monthly reviews of this list by integrated teams. By completing this project canyon staff will better be able to manage high-risk members and increase connection between medical and behavioral providers. | |

## Project Overview

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| **Problem Summary:** | High-risk patients have multiple health needs often compounded by complex mental health, social issues and other risk factors. Patients determined to be high-risk are at risk for poor health outcomes, inadequate quality of care, and increased costs. The Centers for Medicare and Medicaid Services (CMS) recognizes care management as a critical tool that contributes to achieving the Quadruple Aim: better care, better patient and provider satisfaction, and lower costs.  Canyon pediatrics currently receives information regarding high-risk members from several internal and external sources. While these lists are reviewed by various individuals, there is not currently a system for aggregating all the sources into one collected work that can be reviewed in specific intervals by attending providers. Providers currently gain information from these sources through various staff who review the lists and may let the provider know there is a high-risk concern. |
| **Desired Outcome(s):** | *All identified high-risk sources will be aggregated into a monthly list that will then be reviewed monthly by a team of providers who can then address and identify further goals for treatment of these identified patients* |
| **Benefits:** | *High-risk patients will be better identified and their unique needs addressed more regularly. Creating monthly touchpoints for collaboration on integration will also increase communication and connectivity between medical and behavioral providers* |

## Timeline

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|  | **Description of Task and Completion Dates** |
| **Task 1** | *Identify sources of High-risk member identification (January 31st 2025)* |
| **Task 2** | *Create timeframes for monthly aggregated lists creation (Feb 15th 2025)* |
| **Task 3** | *Identify team for high-risk member list review (March 1st 2025)* |
| **Task 4** | *Create monthly timeframes and policy/procedure for review team (April 15th 2025)* |
| **Task 5** | *Active monthly risk team review meetings ongoing (May 1 2025)* |

\* Add new rows as needed.

## Project Scope

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| **In Scope Project Objectives** |
| *All identified patients of Canyon Pediatrics and the Medical and Behavioral health providers that work at Canyon. Identified high risk concerns currently include Internal (PHQ, HRSN, provider report) and External (HIE ADT, EQH ADT, HRM lists from MCOs)* |
| **Out of Scope Project Objectives or Activities** |
| *There are many high risk concerns outside of the ones identified above that will not be specifically reviewed at this time.* |

## Project Team

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| **Team Lead:** | Richard Brubaker | **Project Champion:** | Richard Brubaker |
| **Process Owner:** | Richard Brubaker | **Process Manager:** | Richard Brubaker |

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| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| *Howard Garner* | *Medical Director* | *Pediatrics* | *Canyon Peds* |
| *Richard Brubaker* | *CEO* | *Pediatrics* | *Canyon peds* |
| Catherine Tetrikovia | PEDS NP | Pediatrics | Canyon Peds |
| Ashley Brubaker | Behavioral Health Consultant | Pediatrics | Canyon Peds |
| Irma Domingez | Office Manager | Pediatrics | Canyon Peds |

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| **Project Team Members** | |
| **Name** | **Team Role** |
| *Richard Brubaker* | *Team lead, behavioral health provider* |
| *Catherine Tetrikovia* | *Medical Provider for team and champion* |
| Ashley Brubaker | Behavioral health provider |
| Irma Dominguez | Operations |
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## Signatures

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| **Process Owner** |  |
| **Project Champion** |  |
| **Team Leader** |  |