



Vermont Integrated Communities Care Management Learning Collaborative

Introduction

The following tools have been recommended by the expert faculty associated with the Vermont Integrated Communities Care Management Learning Collaborative and have been pilot tested in communities throughout the State of VT during 2015-2016.

These tools are designed to help provide a better understanding of the complex patient's current situation and to elicit a person-centered perspective of the social determinants of health. Information gathered during this step in the process will be used later to help identify potential members of the Shared Care Team. The suggested tools include:

- The **Eco Map**: a graphic representation, or diagram, that shows all the systems at play in an individual's life. This tool helps identify family, social, and community and professional relationships and highlights the quality of these connections.
- The **Camden Cards and Camden Game Board**: focus on the Social Determinants of Health. They can be a useful prompt when people with complex needs have trouble identifying priorities or services that might help them better meet their goals or improve their situation. These tools are also useful for people with limited literacy or those whose native language is not English.
- The **Ten-Year Record Review**: a systematic process for reviewing the medical record and health history of the individual to identify the current plan of care and highlight any errors, omissions or gaps in the care.

It may be helpful to ask the patient some of the following questions as you begin using these tools to better understand the person's story.

- *What do you think is most important for me to know about you?*
- *How do you like to spend your time?*
- *What is most important to you?*
- *Can you tell me about some of your strengths?*
- *When you want to learn something new do you prefer to read about it, watch a video, or talk to someone about it?*



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- *When people are trying to help you what should they avoid saying or doing?*
- *How do you usually get around your neighborhood or to someplace you want to go?*

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