


**NORTHWEST REGIONAL MEDICAL HOME SUPPORT CENTER for  
CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS  
COMPLEXITY INDEX**

The purpose of this index is to identify the level of complexity/intensity involved in supporting children and youth with special health care needs in our practice.		
<b>Score each category 0, 1, or 2 (0 means no service, activity or concern)</b>		
<b>Category</b>	<b>Criteria</b>	<b>Score</b>
<b>H</b> ospitalizations, ER Usage and Specialty Visits (in last year)	<b>0</b> = No service, activity or concern <b>1</b> = 1 hospitalization, ER or specialist visits for complex condition <b>2</b> = 2 or more hospitalizations, ER or specialist visits for complex condition	
<b>O</b> ffice Visits and/or Phone Calls (in last year, over and above well-child visits, +/- extra charges).	<b>0</b> = No service, activity or concern <b>1</b> = 1-2 office visits or MD/RN/care coordinator phone calls related to complex condition <b>2</b> = 3 or more office visits or MD phone calls for complex condition	
<b>M</b> edical Condition(s): One or more diagnoses	<b>0</b> = No service, activity or concern <b>1</b> = 1-2 conditions, no complications related to diagnosis <b>2</b> = 1-2 conditions with complications <u>or</u> 3 or more conditions	
<b>E</b> xtra Care & Services at PCP office, home, school or community setting (see <i>Services</i> )	<b>0</b> = No service, activity or concern <b>1</b> = One service from the list below <b>2</b> = Two or more services from the list below: <i>Services:</i> Medications, medical technologies, therapeutic assessments/ treatments/procedures and care coordination activities	
<b>S</b> ocial Concerns	<b>0</b> = No service, activity or concern <b>1</b> = "At risk" family/school/social circumstances are present <b>2</b> = Current/urgent complex family/school/social circumstances are present	
<p>Complexity Scores will range from 0-10 (0-3 low, 4-6 medium, 7-10 high). <b>Total Score</b></p> <p><b>Name:</b> _____ <b>Date:</b> _____</p> <p><b>Primary Care Provider:</b> _____</p> <p><b>Initials of person completing index</b> _____</p> <p>Adapted from a similar tool developed by Exeter Pediatrics Associates and the Center for Medical Home Improvement</p> <div style="text-align: center; margin-top: 20px;">  <p style="font-size: small; margin: 0;">Keenine Connecticut Healthy</p> </div>		

## CHILDREN AND YOUTH WITH SPECIAL HEALTH CARE NEEDS COMPLEXITY INDEX GLOSSARY

*A complexity score for each identified child will help providers/staff prepare and budget time more effectively for each child. It will also help administrators justify essential extra time spent by the practice in the care and support of the children and their families.*

**Medical Home:** Community-based primary care provided by the practice which is: accessible, family-centered, continuous, comprehensive, coordinated, compassionate, and culturally competent (American Academy of Pediatrics definition).

**Children and Youth with Special Health Care Needs (CYSHCN)/(Complex Condition):** Children and youth with special health care needs are defined by the US Maternal and Child Health Bureau as those children who have, or are at increased risk for chronic physical, developmental, behavioral, or emotional conditions. The condition must be present for at least one year. These children require health and related services of a type or amount beyond that generally required by children.

**Specialist Visit:** Includes visits to MD's, audiologists, feeding specialists and similar others.

**MD Phone Calls:** Includes time on phone with family, physicians, agencies/organizations, schools & others.

**Complications:** Medical, emotional, or social concerns related to the complex condition. For example, conditions which prove particularly difficult to manage, like depression or behavioral issues secondary to the complex condition, or learning difficulties and/or falling behind in school as a result of the condition (missed school or missed parent work days).

**Medical Technologies:** Some examples include G-tubes, infusions, tracheotomies, communication devices, or the need for other medial equipment and supportive technologies.

**Therapeutic Treatments:** Some examples include physical, occupational or speech therapies, respiratory treatments such as postural drainage or regular nebulizer use, counseling or other therapeutic interventions.

### **Care Coordination Activity Examples:**

- Providing assessments and monitoring of child and family needs
- Participating in parent/professional practice improvement activities
- Offering supportive services including counseling, education and listening
- Facilitating communication among PCP, family and others
- Developing, monitoring, updating and following up with care planning and care plans organizing wrap around teams with families
- Supporting meeting recommendations and follow-up
- Coordinating inter-organizationally
- Advocating with and for the family (e.g. to school, daycare, or health care settings)
- Finding, coordinating and promoting effective and efficient use of current resources
- Monitoring outcomes for child, family and practice and other activities needed and/or requested by the child and family.

**“At risk” circumstances:** Children/adolescents living in poverty, in a foster home, with parents or guardians who are alcohol or drug dependent, depressed or ill, or living with domestic violence. Also at risk are pregnant teenagers and teens who demonstrate health risk behaviors (e.g. smoking, drugs, alcohol, firearms, dangerous driving habits, etc.).