



Care Coordination Lunch and Learn: SMART Goals Refresher

August 25th, 12pm

Session Agenda

1. SMART Goal Recap
2. Reminders
3. SMART Goal Examples
4. Time for Q and A

Great Job!!!

Its very obvious the amount of work you have all put in over the past year 😊



Reminders from your Auditors



- Still seeing goals that combine all health screenings for the year i.e. , physical, eye, dental etc.
- Often seeing “will remain living independently in my apartment” as a goal.
- Goals need to be specific to member (so not every member should have the same goal, it should be something that was identified during assessment, follow-up, or other member contact. NOT “that I will stay safe and healthy in my current environment” for all)
- Goals need to be measurable. If you want the target date as the measurable piece you need to indicate that and the timeframe should be specific to that goal.
- All timeframes saying “by next review”. Sometimes date is staggered , but often every goal is one year out. Get creative about building a timeframe into the goal that is personally tied to the member that they can resonate to. I.e. by my birthday, before my summer vacation, before Hanukah begins etc.
- Supports/interventions should be modified if the member is not meeting the goals at check-ins. This should also be considered if member has had a transition.

What is a SMART Goal?



Making Goals Specific

What is the member wanting to accomplish? What are they aiming for?

Examples of Goals that ARE NOT Specific

I will avoid skin breakdown over the next 12 months.

I would need assistance in an emergency due to loss of mobility over the next 12 months.

I have been feeling sad about the loss of my twin brother in January 2021.



Examples of Goals that ARE Specific

I will report checking my feet daily for problem areas or breakdown to my Care Coordinator or doctor's office by my next review.

I will review the emergency evacuation plan with my Assisted Living Facility nurse within the next 90 days.

I will reach out to my Care Coordinator for grief resources by my next review.

Making Goals Measurable:

Ask yourself, "How would I measure this?"

Examples of Goals that ARE NOT Measurable

No falls.



Report a reduction in pain.



Member would like improved vision.



Member would like her diabetes stabilized.



Member would like to breath easier.



Examples of Goals that ARE Measurable

I will report 0 falls over the next assessment year.

I will rate pain at 2 out of 10 by my next review.

I will discuss vision issues with my Eye Doctor at their appointment in January.

I will accept referral to Diabetes Disease Management Program to discuss strategies for managing my diabetes by my annual review.

I will report understanding my asthma triggers by my next primary care follow up visit in December.

SMART Goal Examples

My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I will self report follow through with Eye Doctor (eye apt) due to missing the last scheduled visit by next review.	Care Coordinator will verify specialists in network	11/30/2021	6/16/2021 - Member has not seen eye Doctor, reports she needs to be seen at a specialist 10/1/2021- Member reports appointment with specialist	10/1/2021
My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I will establish care with Nystrom's for mental health services by next review.	No supports needed.	11/30/2021	2/16/2021 – Member reports she continues to connect with therapist monthly by phone or virtual visit. She has met with her several times now.	

SMART Goal Examples

My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I will self-report having the same strength level at next years assessment as evidenced by walking daily.	Member will continue to participate in activities within the building, walk the halls or outside when it is nice. Member will inform Care Coordinator if she needs additional support or services to help achieve this	01/31/2022		

SMART Goal Examples

My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I will receive both COVID vaccination doses to be able to travel to visit family within this year once regulations are lifted.	Member will receive her second dose on 2/6/21. She will wait a few months until more people get their vaccine and it is safer to travel. Member will coordinate the dates with her family and care coordinator will provide additional support where able	01/31/2022		

SMART Goal Examples

My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I will self-report zero falls during the next year through 1/31/2022.	Member will continue to walk slow when she has pain or weakness. Member will use her bathing equipment while in the shower for safety. Member will use the emergency button and wait for staff if she is feeling out of breath or weak. Member will call Care coordinator to report any falls. Care coordinator will monitor progress and offer additional support/equipment if falls occur.	1/31/2022		

SMART Goal Examples

My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I would like to have my pain controlled at a 3/4 in my back through target date.	I will continue to explore the possibility of surgery this Spring. I will continue to utilize acupuncture. I will take my medications as prescribed. I will wear my back brace for support. I will discuss my pain on my appointments.	01/01/22		

SMART Goal Examples

My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I will report receiving assistance with my urinary catheter over at each check in with my Care Coordinator.	My PCA will empty my bag when full and provide proper cath cares. My urologist will change my tubing monthly. I will accept assistance from PCA when my clothes are soiled from leaks. My HC will monitor for changes in urine and contact PCP when appropriate	02/28/22	11/2/2021-Member reports PCA continues to provide cath cares.	

SMART Goal Examples

My Goals	Support(s) Needed	Target Date	Monitoring Progress/Goal Revision	Date Goal Achieved/ Not Achieved (Month/Year)
I will go to my dentist before I leave from my trip on June 30 th .	Member to call dentist and make appointment. Member to let them know she wants her dentures shaved down. Let CC know if any concerns or needs.	5/30/2022	07/31/2021- Call received from member updating that they went to the dentist on 6/20.	07/31/2021

Goals for Well Managed Members

What members are saying when asked about goals.

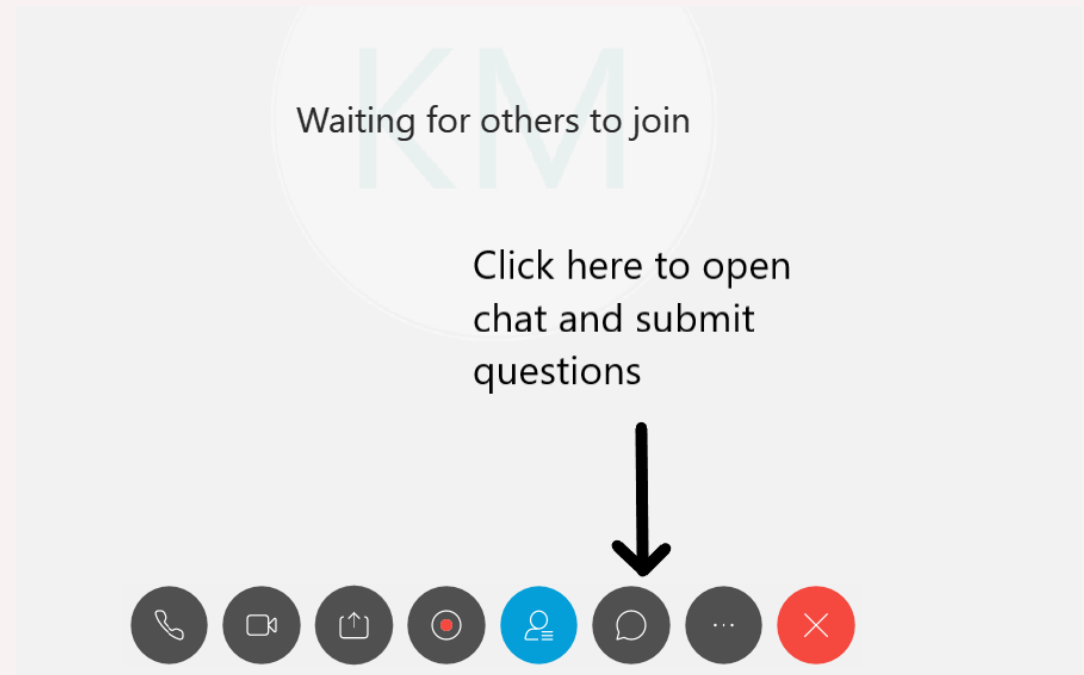
- I just want to stay in my home.
- I want to be independent and not need help from others.
- I want to be able to do all the things I want to do.

- **I will call my Care Coordinator with health and safety needs, or with questions that arise before next review**
- **At my annual review I will report to my Care Coordinator that I checked in with my son or daughter once a week.**
- **At my next review, I will report getting together with my friends in the building on Wednesdays.**

Care Coordinator Questions

Please use the Q and A or chat feature for questions.

**For questions after this session you can reach out to me at:
Kera.Morelock@Medica.com**





THANK YOU