

# Complex Care

## Emma Duarte, B.A. , CMA, *Regional Practice Manger for Complex Care*



- Started with Optum 2021
- Began her career as a medical assistant and had a natural calling to leadership.
- Earned undergraduate degree May 2023 in Organizational Business Management and is currently in grad school for her MBA.
- Cooking is her love language and de-stressor.
- Enjoys time with her family and loves adventure through traveling.

# Complex Care & Palliative Care Consults



## Complex Care

A team of experienced registered nurses, social workers and health advocates who assist patients and their families in **managing their condition** through **education**, **coordinated care** and **community resources**.

**For patients with conditions** such as congestive heart failure, chronic obstructive pulmonary disease, kidney disease and diabetes.



## Palliative Care Consults

Consulting services that specializes in helping patients and family members truly understand the patients' medical condition by creating a thoughtful plan of care for their specific situation.

# Personalized Care Team



## What is a Personalized Care Team (PCT)?

### **The Personalized Care Team:**

An interdisciplinary team in Everett, Marysville, and Seattle, led by clinicians who focus on a specific group of patients who need extra support to achieve optimal health.

### **The Medical Providers:**

Provide comprehensive and coordinated care to patients with multiple complex medical issues.

### **The Personalized Care Team (PCT):**

Provides a customized and unique patient experience while reducing the cost of care.

# PCT Clinicians & Team



**Ananth Shenoy, MD**  
*Northgate Plaza & Madison  
Center*



**Shijie "Jenni" Guo ARNP**  
*Northgate Plaza & Madison  
Center*



**Sarita Bhatta, ARNP**  
*Founders Building*



**Don Andrews, MD**  
*Marysville*



**Christina Morse, MD**  
*Marysville*



**Dorothy Todd, ARNP**  
*Marysville*



**Delaney Goulet, MD**  
*Marysville*

**The team also includes Social Workers, Clinical Pharmacists, RN Care Managers, & Medical Assistants**



# How do patients benefit from our program?



**Longer  
appointment times**



**All care is  
coordinated and  
team-focused**



**Virtual medicine**



**Assigned RN care  
manager who supports  
patients along the way**



**Dedicated on-site  
multi-disciplinary  
team**



**Likely to reduce  
medical expenses**



**Home Visits**  
*(Service not available in  
Pierce County and  
Bellingham)*

# Who qualifies for PCT?

Eligible patients are those identified with multiple chronic complex conditions and are covered by one of the delegated value-based health plans:



Humana  
Medicare  
Advantage HMO  
& DSNP



United Healthcare  
Medicare Advantage HMO,  
PPO, D-SNP & I-SNP

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Patients should have an OPTUM WA primary care referral to review eligibility requirements. PCT team members review all referrals to ensure patients meet the criteria and can be scheduled for an appointment.

# A Complex Care Patient Journey



## Complex Care Navigator reviews referral

If the patient meets all eligibility criteria, the patient is scheduled based on availability and location.

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## Appointment Date

- Standard rooming
  - Get to know the care team
  - (MA/Clinician/RN\*/SW\*)
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*\*May not be present at every appointment.*



## Interdisciplinary Team Meeting (IDT)

- Discuss the contingency plan
  - Discuss next steps
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