

Patient Care Coordination Variance Reporting Log

# Variance Log / Checklist

| VARIANCE LOG | | | | |
| --- | --- | --- | --- | --- |
| Variance # and Type of Patient Care Coordination Variances | Q1 | Q2 | Q3 | Q4 |
| A. Patient-related |  |  |  |  |
| 1. Declines data sharing |  |  |  |  |
| 2. Does not keep appointments |  |  |  |  |
| 3. Is a poor historian |  |  |  |  |
| 4. Is not comprehending the CCC program |  |  |  |  |
| 5. Language barrier |  |  |  |  |
| 6. Withholds pertinent information |  |  |  |  |
| 7. Forgetful (e.g., forgets glasses, keys, wallet) |  |  |  |  |
| 8. Refuses provider appointments |  |  |  |  |
| 9. Health literacy poor |  |  |  |  |
| 10. Computer literacy poor |  |  |  |  |
| 11. Unable to take medications as instructed |  |  |  |  |
| 12. Refuses to take medications as instructed |  |  |  |  |
| 13. Refuses community services (e.g., transportation, support groups, medication reminder aids, ADL help) |  |  |  |  |
| 14. Refuses to maintain a health diary or PHR |  |  |  |  |
| 15. Abusive, threatening or other behavioral issues |  |  |  |  |
| 16. Medical complication occurs (e.g., pressure ulcers, wound infection, fall) |  |  |  |  |
| 17. Adverse reaction to medication |  |  |  |  |
| 18. Medical event occurs (e.g., condition worsens, new condition occurs) |  |  |  |  |
| 19. Other (specify): |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| B. Family/caregiver-related |  |  |  |  |
| 1. Language barrier |  |  |  |  |
| 2. Health literacy poor |  |  |  |  |
| 3. Computer literacy poor |  |  |  |  |
| 4. Unable to provide care |  |  |  |  |
| 5. Refuses communications |  |  |  |  |
| 6. Desires second opinion |  |  |  |  |
| 7. Not accessible |  |  |  |  |
| 8. Cannot afford medication or necessary medical equipment |  |  |  |  |
| 9. Abusive, threatening or other behavioral issues |  |  |  |  |
| 10. Other (specify): |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| C. Institution-related |  |  |  |  |
| 1. Capacity issues resulting in lack of timely appointments; no open access |  |  |  |  |
| 2. Data sharing issues (e.g., lack of technology, HIPAA concerns, forgetful staff) |  |  |  |  |
| 3. Long wait times |  |  |  |  |
| 4. Lost records, requisitions for tests or reports |  |  |  |  |
| 5. Appointment cancellations; frequent re-bookings |  |  |  |  |
| 6. Experience of care unsatisfactory to patient |  |  |  |  |
| 7. Poor contact with care coordinator |  |  |  |  |
| 8. Lack of specialty provider in community |  |  |  |  |
| 9. Prolonged turnaround time for referrals/consults |  |  |  |  |
| 10. Prolonged turnaround time for diagnostic tests |  |  |  |  |
| 11. Shortage of supplies |  |  |  |  |
| 12. No hospice services available |  |  |  |  |
| 13. No home health services available |  |  |  |  |
| 14. No nursing home beds available |  |  |  |  |
| 15. Pharmacist not available 24x7 |  |  |  |  |
| 16. Therapists not available on weekends |  |  |  |  |
| 17. Other (specify): |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| E. Practitioner-related |  |  |  |  |
| 1. Delay in communicating care plan |  |  |  |  |
| 2. Miscommunication with care coordinator |  |  |  |  |
| 3. Miscommunication with interdisciplinary team |  |  |  |  |
| 8. Practitioner not communicating with patient |  |  |  |  |
| 9. Practitioner not communicating with family |  |  |  |  |
| 10. Medication error |  |  |  |  |
| 11. Non-compliance with formulary |  |  |  |  |
| 12. Refusal to use patient agenda, health diary, or PHR |  |  |  |  |
| 13. Patient teaching not done/incomplete |  |  |  |  |
| 14. Delay in scheduling diagnostic tests |  |  |  |  |
| 15. Wrong diagnostic tests ordered |  |  |  |  |
| 16. Lack of follow up with patient or family |  |  |  |  |
| 17. Delay in processing forms |  |  |  |  |
| 18. Delay in arranging for referrals |  |  |  |  |
| 19. Failure to inform patient or family/caregiver of critical health-related information |  |  |  |  |
| 20. Failure to inform patient or family/caregiver of financial obligations |  |  |  |  |
| 21. Other (specify): |  |  |  |  |
|  |  |  |  |  |
| E. Community resources-related |  |  |  |  |
| 1. No <insert type > service available |  |  |  |  |
| 2. Frequent lack of capacity for <insert type > service |  |  |  |  |
| 3. Services are late |  |  |  |  |
| 4. Experience with service unsatisfactory to patient |  |  |  |  |
| 5. Services are not affordable/no financial assistance available |  |  |  |  |
| 6. Incorrect service is provided |  |  |  |  |
| 7. Abusive, threatening, other behavioral issues from staff |  |  |  |  |
| 8. Other (specify): |  |  |  |  |
|  |  |  |  |  |
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