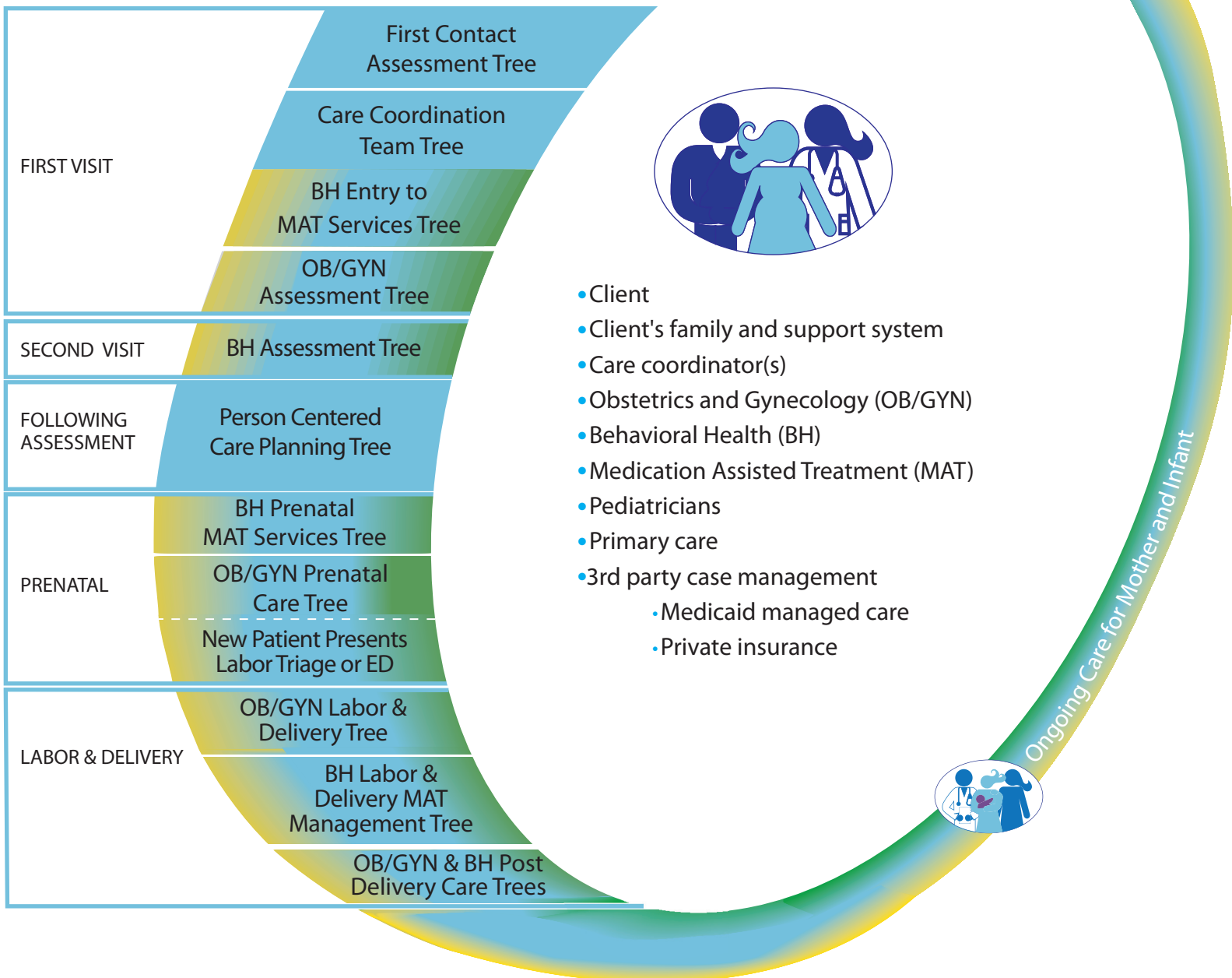


# MOMS Care Coordination Model

**Step 1:** MOMS Readiness Process  
**Step 2:** Patient Presents to MOMS Entry Point  
**Step 3:** Care Delivered by MOMS  
 Care Coordination Team



# Site Readiness Process

This document is intended to serve as a readiness tool for sites in the process of establishing a MOMS Maternal Care Home. It describes the personnel, processes, and structure necessary to provide coordinated patient care in a manner consistent with the MOMS decision trees. To establish and operate a MOMS model requires a significant investment of resources and education among departments/partners regarding MAT services and the unique needs of this population. Sites report spending at least a year in the initial planning phase with a designated budget.

## Initial Site Administrative Oversight Team

### Members

- Upper-level administrators, such as clinical director and office manager
- Staff members designated for quality improvement data collection
- Finance and legal staff
- Core clinicians from MOMS Maternal Care Home

## Members of MOMS Maternal Care Home

### Care Coordination Team

- Client and client's family/support system
- Care coordinator(s)
- Obstetrics and Gynecology (OB/GYN)
- Behavioral Health (BH)
- Medication Assisted Treatment (MAT)
- Pediatrics
- Primary care
- 3rd party case management
  - Medicaid managed care
  - Private insurance

### Key Service Providers/Program Partners

Onboard Early	Onboard Later	Onboard as Needed
Psychiatrist	Child welfare department	Medical specialist
Neonatologist	Public assistance	Legal authorities
Addiction and recovery support	Hospital administration	Local health department
Social service agencies		Behavioral health state and county boards

## Preparation

**Initial Site Administrative Oversight Team reviews MOMS Maternal Care Model to identify potential partners to join MOMS Maternal Care Home**

**Invite potential partners to kick-off meeting**

**Ask invitees to review Model in preparation for kick-off**

#### Kick-off meeting

- Discuss the prevalence of Neonatal Abstinence Syndrome in the community
- Review MOMS decision trees
- Identify gaps/challenges to providing services as outlined in decision trees
- Identify missing stakeholders and community service providers needed to cover all areas of service, including detoxification and MAT

## Establish Partnerships

### Brand MOMS Maternal Care Home

- Program name and description

### Outreach and engage partners as needed

- May be ongoing

## Initiate series of MOMS Maternal Care Home Meetings to determine:

### 1) What services will be offered to MOMS patients and what will be unique about the delivery of those services

- Wrap-around medical, behavioral health, and MAT services
- Ongoing care coordination
- Social service needs partners
  - Housing
  - Food
  - Legal services
  - Personal safety
  - Clothing
  - Education/Employment
  - Transportation
  - Childcare

### 2) Roles

- Provision of services and care coordination
- Written implementation plan and schedule
  - Patient flow
    - ◆ Awareness by all potential entry points
    - ◆ Care plan
- Identify potential care coordinator sources and define role

### 3) Budget

- Create funding plan
- Secure funding sources

### 4) Policies

- Determine policy regarding notification of child and family welfare department
- Determine policy regarding adherence with scheduled visits, including incentive plan.

### 5) Care Coordination Team



- Hire and/or engage care coordinator (site-based, managed care plan, behavioral health center)
- Determine communication strategy and method
  - What patient information will be shared
  - Method and roles if there are multiple care coordinators
- Establish workflow and contact list with partners involved in MOMS team
  - 24/7 access
- Establish information sharing procedures
  - Access to client medical records
  - Patient consent
  - Consider universal release form for all MOMS care providers
- Comprehensive patient follow-up
  - Tracking appointment attendance
  - Making timely referrals
  - Follow-up with referral providers
  - Follow-up and share care plan as needed
  - Develop action plan for women who test positive for illicit substances

## Planning

### 6) Recruitment and Enrollment

- Development of recruitment materials and strategies focused on early identification
- Method for enrolling clients in MOMS Maternal Care Home
- Consider development of consumer-focused information which highlights program benefits

### 7) Engagement, Retention, and Re-engagement

- Develop engagement and retention plan including strategies for engaging patients in their own care
  - Incentives for patient participation (including behavioral and policy incentives)
  - Reminder calls
  - Align appointments on same day at same location if possible
  - Arrange transportation if needed
  - Incentives for providers with good participation rates
  - Plan for re-engaging patients who are lost to follow-up

### 8) Develop Quality Improvement (QI) Plan

- Establish a QI team with a lead and several support members with buy-in from organization's leadership
- As part of a Plan-Do-Study-Act (PDSA) cycle:
  - Establish performance measures to monitor the progress of implementation and service delivery (e.g. level of client participation in OB/GYN and MAT services)
  - Establish outcome measures to monitor improvement in patient outcomes (e.g. improved birth weight)
- Establish method of data collection, analysis, and reporting
- Identify plan to review performance measures regularly

### 9) Commitment

- Establish contractual agreement as needed
- Written agreement should:
  - Obtain commitment from all stakeholders
  - Identify roles and responsibilities
  - Outline communication plan between stakeholders
  - Require participation in quality improvement activities

## Implementation

### 1) Enroll patients and provide coordinated care as outlined in decision trees

### 2) Initiate patient engagement, retention, and re-engagement strategies

### 3) Implement Quality Improvement (QI) activities which will include:

- Establishing regular meetings to evaluate processes and effectiveness
- Ensuring alignment of activities with performance outcomes and measures
- Reviewing data to identify best practices and areas of improvement
- Monitoring outcomes

### 4) Care Coordination Team continually conducts the following activities:

- Evaluate client needs to determine necessary services
- Revise person centered care plan as needed
- Ongoing recovery program (recovery-oriented MAT services)
- Ongoing education, counseling, support, and planning



# Entry Points



First Contact Assessment Tree (F.1-F.9)

Woman presents to any MOMS Maternal Care Home Entry Point

F.1 Quick Screen

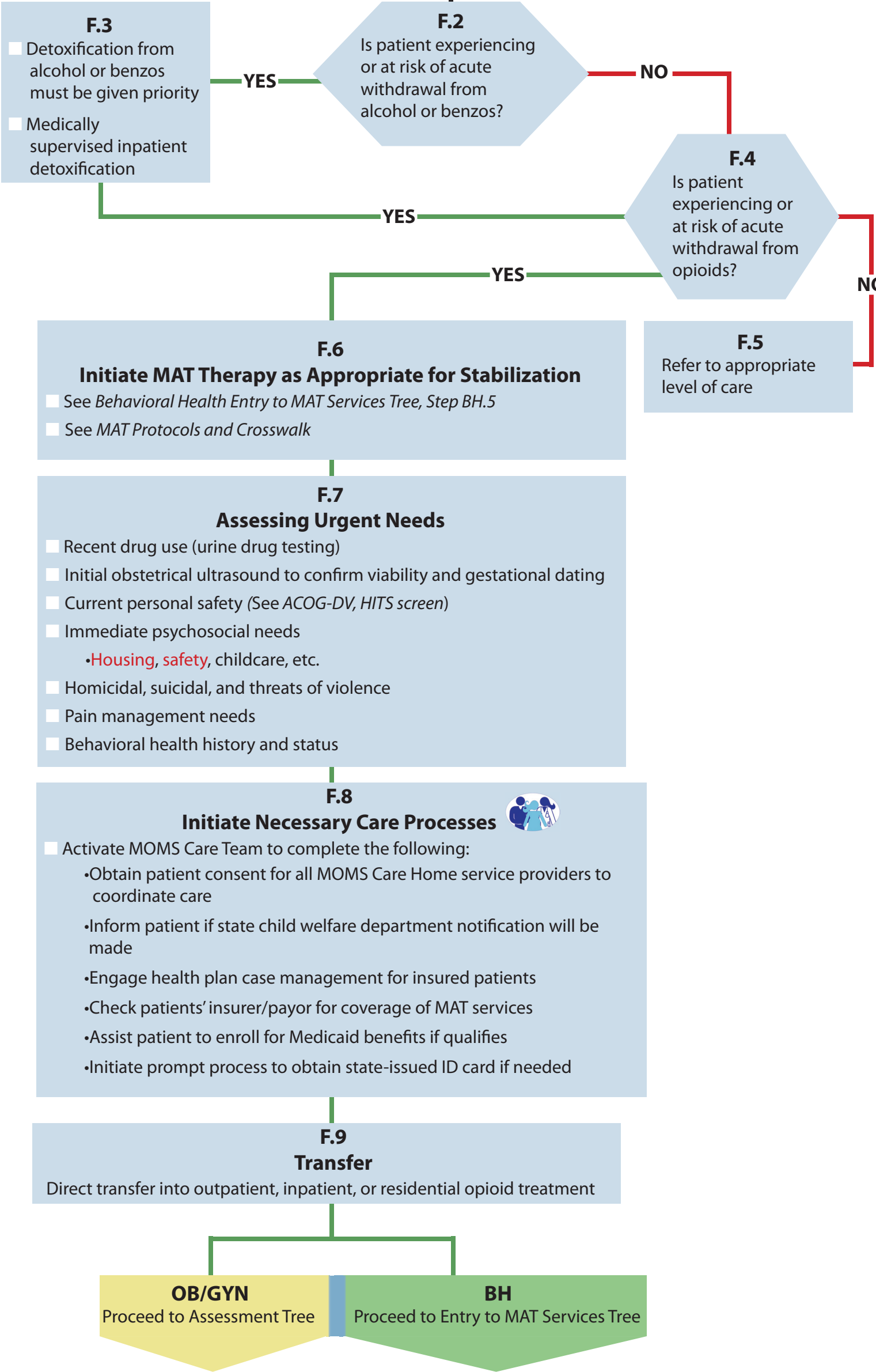
- **Standard exam and vital signs**
  - Current medication(s) and/or diagnoses
- **Assess for acute withdrawal or risk of withdrawal from opioids**

**Signs and symptoms of withdrawal:** achiness, anxiety, increased sensitivity to pain, irritability, restlessness, sweating, pupil size, runny nose or tearing, GI upset, tremor, yawning, gooseflesh skin (See *COWS*)

**Risk factors:** regular or daily use
- **Assess for acute withdrawal or risk of withdrawal from alcohol or benzodiazepines (“benzos”)**

**Signs and symptoms of withdrawal:** agitation, anxiety, auditory disturbances, clouding of sensorium, headache, nausea/vomiting, paroxysmal sweats, tactile disturbances, tremor, visual disturbances; cues like alcohol on breath (See *CIWA-Ar*)

**Risk factors:** regular or daily use
- **Withdrawal may threaten the life of a mother or fetus and should be addressed immediately**
  - Assess for other substance use
  - Conduct a more thorough substance use screen as soon as possible (See *5Ps Plus*)



# Care Coordination Team Tree (CC.1-CC.7)



## CC.1

### Care Coordination Team Roles and Responsibilities

(See *Site Readiness Plan*. Team includes Care Coordinator(s), OB/GYN, Behavioral Health, MAT Providers and Pediatrician)

#### Communication

- Introduce MOMS Care Team to client and build rapport
- Ongoing communication with client and care providers
- Frequent team meeting to ensure care plan is updated and client needs are met
- Ensure clear delineation of responsibilities when there are multiple care coordinators and maintain primary and backup points of contact with client

#### Comprehensive client follow-up

- Track appointment attendance
- Make timely referrals
- Follow-up with referral providers
- Follow-up and share care plan as needed

#### Provide support and incentives

- Build rapport and trust
- Establish partnership with client
- Implement incentive plan

#### Engage medical and other service providers/program partners

- As needed, onboard other service providers to team and facilitate a warm hand-off to clients

## CC.2

Conduct initial assessments and ongoing reevaluation

## CC.3

Determine types of services needed (specialty medical, mental health, pain management, social services, etc.)

## CC.4

Revise/develop person centered care plan including plan for safe and stable environment for infant

## CC.5

### Ongoing Recovery Program

- Engage/refer recovery program with patient for recovery-oriented MAT services
  - Recovery/treatment programs including case management, individual and group counseling, and support groups
- Engage behavioral health services for treatment of mental illness or trauma
- Program should include ongoing education/counseling (see CC.6) and care coordination (see CC.7)
- Action plan for retention and re-engagement or lost to follow-up
- In case of relapse or lapse in treatment, return to CC.2

## CC.6

### Ongoing Education, Counseling, Support, and Planning

#### Health Education

- Contraceptive and sexually transmitted infection prevention counseling
- Smoking cessation and/or strategies to eliminate secondhand smoke
- Substance abuse
- Nutrition and exercise
- Stress management

#### Counseling

- Behavioral health services
- Peer counseling
- Personal safety and domestic violence
- Sober partners/dating choices
- Nutrition

#### Support

- Vocational/employment training and services
- Social service needs such as **stable housing and safety**
- Support system

#### Planning

- Support for other children of MOMS client (Al-Anon, etc.)
- Childhood immunizations and ongoing pediatric care
- Safe sleep/Sudden Infant Death Syndrome (SIDS)
- Breastfeeding
- Family planning
- Establishing a home environment that is sober

## CC.7

### Ongoing Care Coordination

- Ongoing care coordination to facilitate medical and behavioral health treatment
- Ongoing communication to ensure entire care team is informed
- Periodic child and family welfare assessment, including **housing and safety needs**
- Enroll for available community services for ongoing social service needs
- Child reunification, if applicable



### Behavioral Health Entry to MAT Services Tree (BH.1-BH.5)

## BH.1 Screen for MAT Services

- Crisis intervention
- Education
- Eligibility verification
- Identification of treatment barriers
- Screening of emergencies (living environment supports MAT)
- Clarification of the treatment alliance
- Legal status/needs

## BH.2

Is patient eligible and/or willing to enroll in MAT therapy?  
(ASAM Checklist)

**YES**

## BH.4

## Enroll in MAT services

### BH.3

Refer to appropriate level of care  
(i.e., if patient presents potential  
threat to self or others, refer for  
emergency psychiatric evaluation)  
*(State procedural - emergency  
petition)*

## BH.5 Selected Treatment Regimen(s)

*(MAT Protocols and Crosswalk)*

### OPTION: METHADONE

- Introduce during any trimester to be monitored during first 7 days to prevent overmedication.  
(See *MAT treatment resources*)

## OPTION: BUPRENORPHINE

- Induction can be more challenging depending on recent opioid use.  
(See *MAT treatment resources*)

## Check patient history in OARRS

## Currently treated



Continue current therapy

- If previously successful on methadone, consider continuation of methadone unless buprenorphine is preferred
- If already stable on naltrexone/Vivitrol, not necessary to transfer to agonist

## Currently untreated



## Buprenorphine

- Determine MAT history and dosages

## Common Considerations

- Reduction of risk behaviors
- Compliance with prenatal care
- Availability in community
- Interaction with other meds
- Gradually increase dose to prevent overdose
- Preventing withdrawal symptoms

## Education

- ## ■ Managing storage and safeguard of medication

## Monitoring

- System/procedure to minimize diversion during unsupervised administration of MAT
- (See *MAT treatment resources*)

## Proceed to BH Assessment Tree

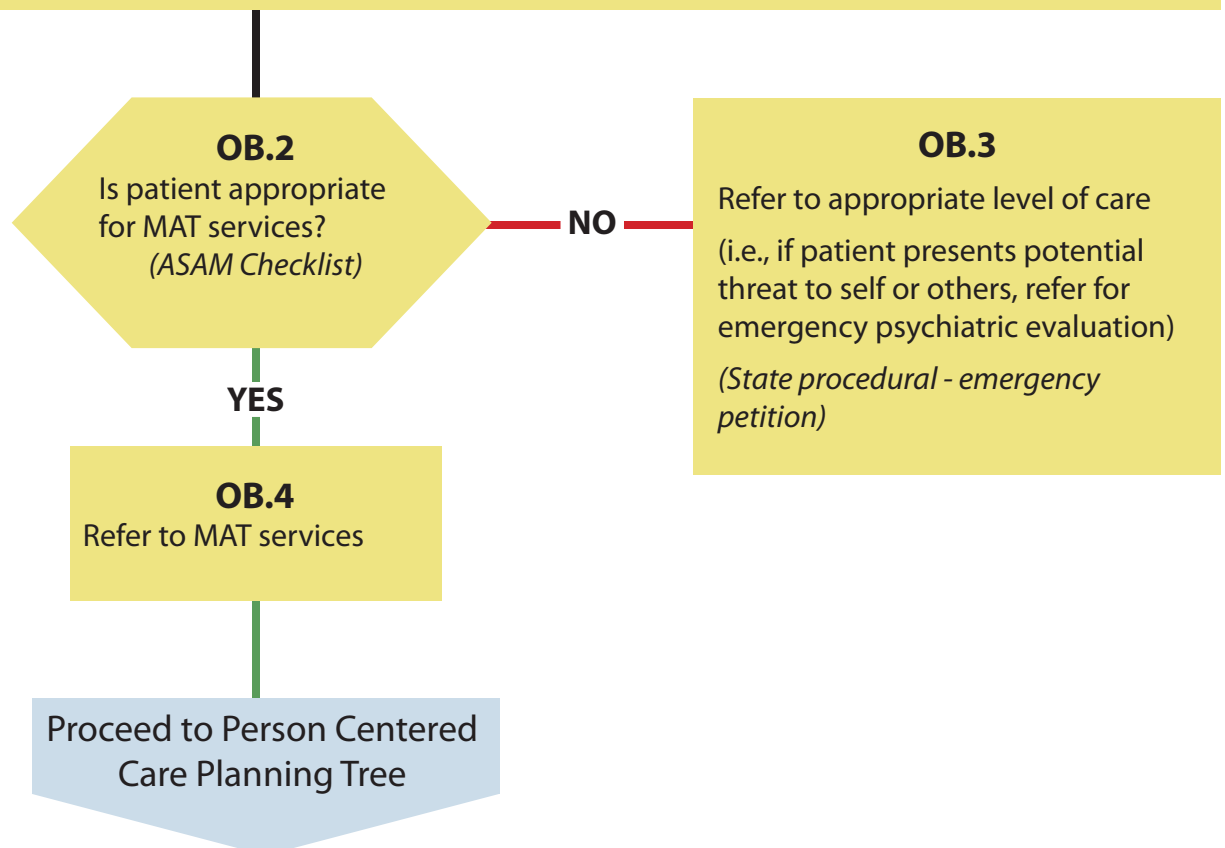


# OB/GYN Assessment Tree (OB.1-OB.4)

## OB.1 Initial Assessment

**Timely assistance, scheduling flexibility, and appropriate empathy and optimism for change are needed from first contact.**

- **Provide trauma informed care** (*See Training*)
- **Check patient history in OARRS**
- **Focused medical history and obstetrical history and exam**
- **Complete physical examination**
- **Confirmatory pregnancy testing (confirmation of gestational age) and assess fetal well-being**
- **Laboratory tests** (*See Recommended Panel*)
  - TB testing
  - HIV testing
  - Urine drug testing (or get results)
  - STD testing (including syphilis testing - RPR or VDRL)
  - Hepatitis testing  
(Hep. B surface antibody/surface antigen; Hep. C antibody followed by quantitative RNA if positive)
- **Notify MAT provider of labs drawn and results**



## Behavioral Health Assessment Tree (BH.6-BH.9)

## BH.6

## Comprehensive Assessment and Orientation to Services

- **Timely assistance, scheduling flexibility, and appropriate empathy and optimism for change are needed from first contact**
  - Provide trauma informed care (*See Training*)
- **History and extent of substance use**
  - Check patient history in OARRS
  - Substances of abuse including route of administration
  - Tobacco/nicotine use (*See 5As Screen*)
  - Pattern of daily preoccupation with opioids
  - Method and level of opioid and medication use
- **5Ps Plus addiction screen**
  - **Parents:** Did any of your parents have a problem with alcohol or other drug use?
  - **Partner:** Does your partner have a problem with alcohol or drug use?
  - **Past:** In the past, have you had difficulties in your life because of alcohol or other drugs, including prescription medications?
  - **Pregnancy:** In the month before pregnancy, did you smoke any cigarettes, drink any alcohol, or use any other drugs?
  - **Present:** Have you smoked any cigarettes, including e-cigarettes, or used any alcohol or any drug at any time in this pregnancy?
- **Consider comprehensive addiction screens**
  - See *DAST-20*      • See *TWEAK*      • See *T-ACE*
  - Obtain and/or verify medical history and results of laboratory testing
  - Prior treatment history
  - History of domestic trauma or abuse
  - Compulsive behaviors
- **Orientation to MAT**
  - Age ( $\geq 18$  years)
  - Patient personal recovery resources
  - Recovery environment
  - Scheduling the next appointment
  - Patient motivation and reasons for seeking treatment
  - Confirm eligibility in cases of uncertainty
  - Exemptions from SAMHSA'S 1-year dependence duration rule
- **Resources**
  - *OHBH admission form*
  - *Patient engagement and retention guide*

## BH.7

Is patient able to participate in psychosocial assessment?

**NO**

## BH.8

Postpone full psychosocial assessment until patient can complete assessment process or gather information in smaller sessions

## BH.9 Psychosocial Assessment

- Patient motivation and readiness for change
- Cultural assessment
- Socio-demographic history
- History of physical or sexual abuse
- **Housing status and safety concerns**
- Insurance status
- Military or other service history
- Sexual orientation and history
- Recreational and leisure activities
- Personality (volatile, sensitive, plan ahead vs. spur-of-the-moment)
- Family and cultural background, relationships, and supports
- Educational history and identified disorders, e.g., ADHD
- History of co-occurring disorders and current mental status, including past history of postpartum depression
- In utero exposure to substance use
- In utero exposure to tobacco/nicotine
- **Interpersonal violence**
- Peer relations and support
- Criminal history and legal status
- Employment history
- Spirituality
- Patient's ability to manage money
- Personal birth and delivery history
- See *PHQ-9*
- See *Addiction Severity Index*

Proceed to Person Centered  
Care Planning Tree

# Person Centered Care Planning Tree (CP.1-CP.10)

## CP.1

- Designate care coordinator from available resources (e.g., in-house coordinator, health plan case management, etc.)
- If more than one care coordinator is involved, designate **primary** care coordinator to interact with patient and determine communication flow
- See *MOMS Readiness Checklist*

## CP.2

Determine types of services needed

## CP.3

Identified mental health and/or addiction needs?

YES

## CP.6

Prenatal/postnatal care

## CP.7

Engage mental health and/or appropriate additional addiction services (e.g., AA, NA)  
(See *Community Services List*)

## CP.4

Is pain management needed?

YES

## CP.8

Engage pain management specialist

## CP.5

Identified social service/safety needs?

YES

## CP.9

Engage child welfare and appropriate social services (See *Community Services List*)

## CP.10

Develop person centered care plan  
(See *Clinical Opinion*)

NO

## OB/GYN

Proceed to Prenatal Care Tree

## BH

Proceed to Prenatal MAT Services Tree

# Behavioral Health Prenatal MAT Services Tree (BH.10-BH.14)

## BH.10 Pharmacological Strategies for Stabilization and Managing Relapse

### METHADONE

- Consider split dosing needs specific to pregnancy
- Monitor for need of dose changes

### BUPRENORPHINE

- Limited evidence for split dosing during pregnancy
- Monitor for need of dose changes

- Ongoing monitoring of OARRS.
- Common stabilization considerations: stabilization can occur in 2-3 days, monitoring for withdrawal and overmedication signs and symptoms over the course of pregnancy.
- Common management considerations: monitoring for risk of relapse and/or nonadherence, determine whether other illicit and/or legal drugs are involved, manage detoxification as appropriate, and behavioral management.
- Consider prescription of naloxone rescue kit for patient to have at home in case of emergency, life-threatening overdose.
- Consider treatment implications of marijuana, alcohol, and nicotine/tobacco dependence.
- Reevaluate for coexisting physical and psychiatric conditions and consider treatment implications of pharmacological intervention.

## BH.11 Behavioral Strategies for Stabilization and Managing Relapse

- See *Behavioral Treatment Resources*



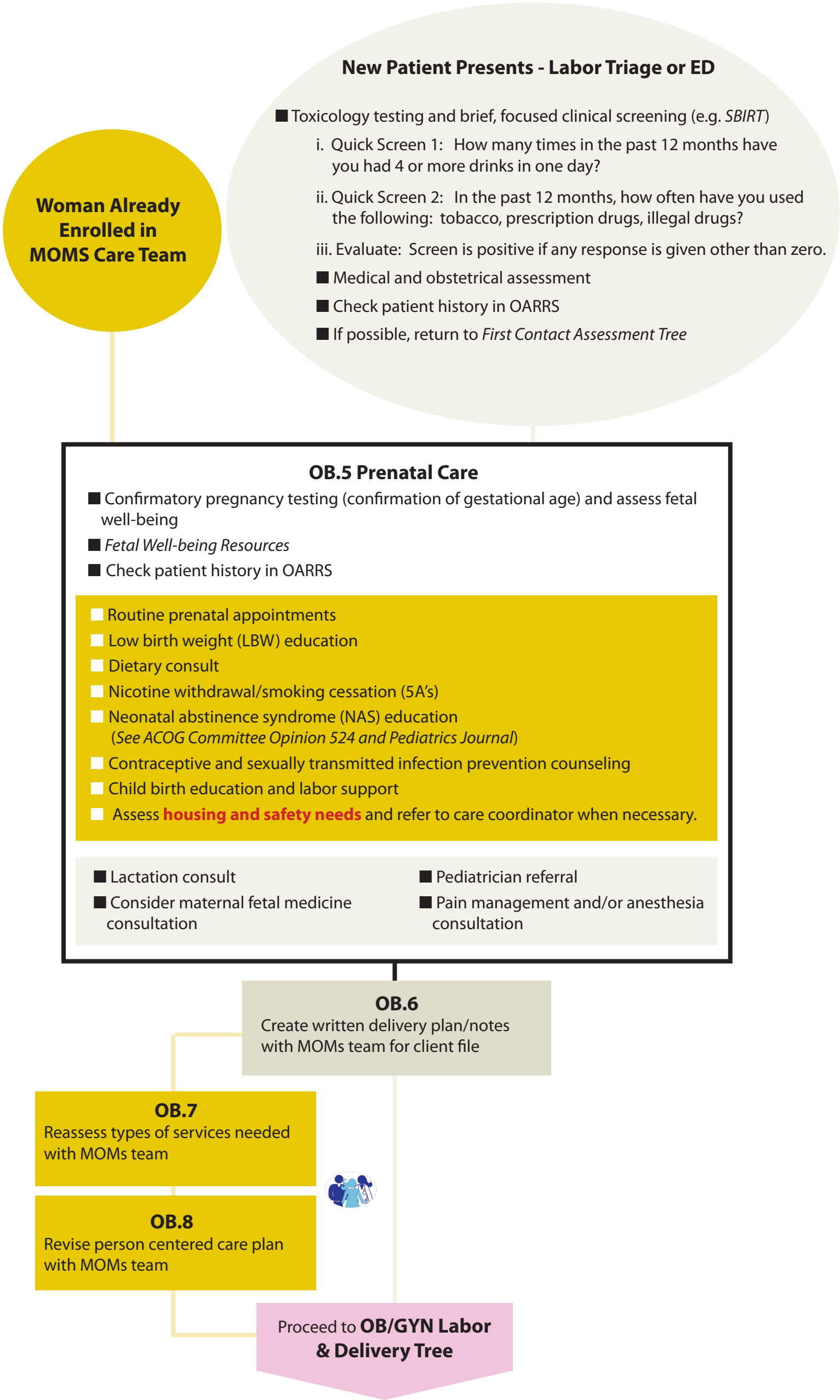
## BH.12 Create written delivery plan with MOMS team for client file

## BH.13 Reassess types of services needed with MOMS team including **housing and safety needs**

## BH.14 Revise person centered care plan with MOMS team

Proceed to BH Labor and Delivery  
M.A.T Management Tree

OB/GYN Prenatal Care Tree (OB.5-OB.8)



# OB/GYN Labor & Delivery Tree (OB.9-OB.12)

## OB.9 Labor and Delivery

- Check patient history in OARRS
- Substance use screen
- Nicotine withdrawal/smoking cessation (See *5A's*)
- Pain/stress management during labor and delivery (See *Pain Management Protocols*)
- Pain management – postpartum, post-operative, and/or anesthesia consultation (See *Pain Management Protocols*)
- Newborn care / NAS Screening / Pediatrician or Pediatric Nurse (See *Finnegan Scale*)
- Lactation consult

### OB.10

Contact care coordination team to ensure care coordination and adequate support for mom and baby



### OB.11

Engage on-call member of care coordination team

## OB.12 Inpatient Postpartum Care

- Assess and address immediate care needs
- In case of fetal demise, initiate grief counseling
- Pain management – postpartum and/or post-operative (See *Pain Management Protocols*)
- Education regarding late onset NAS (See *ACOG Committee Opinion 524 and Pediatrics Journal*)
- Continuation of nicotine replacement
- Contraceptive and sexually transmitted infection prevention counseling
- Lactation consult
- Child welfare service referral if needed
- Ensure stable **housing and safety needs** and refer to care coordinator when necessary

Proceed to  
Post Delivery Care Tree

# Behavioral Health Labor & Delivery MAT Management Tree (BH.15-BH.18)

## BH.15

### Pain Medication Management During Labor and Delivery

(See Pain Management Protocols)

#### METHADONE

- Continue methadone
- Avoid opioid antagonists (Naloxone, Nubain, Stadol, Talwin)

#### BUPRENORPHINE

- Continue buprenorphine
- Avoid opioid antagonists (Naloxone, Nubain, Stadol, Talwin)

## BH.16

### Engage care coordinator

## BH.17

### Inpatient Postpartum Management

(See Pain Management Protocols)

#### METHADONE

- Dose adjustment may be needed

#### BUPRENORPHINE

- Dose adjustment may be needed

- Monitor for signs of overmedication
- Ongoing monitoring of OARRS
- Ensure stable housing and safety needs are met for mom and child at home
- Educate and support regarding smoking replacement therapies and eliminating secondhand smoke exposure

## B.18

### Breastfeeding Guidelines

#### METHADONE

- Some evidence of withdrawal following abrupt discontinuation

#### BUPRENORPHINE

- Low oral bio-availability so medication not likely to affect infant

- Encourage breastfeeding unless HIV + or other contraindications apply, help mother understand Neonatal Abstinence Syndrome (NAS)
- Discuss risks/benefits of breastfeeding (See Breastfeeding & Psychiatric Medications)

Proceed to  
Post Delivery Care Tree



# Post Delivery Care Tree (PD.1-PD.2)



## OB/GYN PD.1

### Initial Postpartum Health Maintenance

- Ongoing monitoring of **housing and safety needs**
- Ensure pediatric and postpartum follow-up appointments are kept
- Postpartum depression screening (EPDS)
- Lactation consult
- Contraceptive and sexually transmitted infection (STI) prevention counseling
- Readdress birth control for ongoing plan
- Education regarding safe sleep/SIDS and parenting NAS babies
- Hepatitis/STI treatment if applicable
- Follow-up on specialty medical referrals if applicable and ensure patient compliance
- Schedule nurse home visits

## Behavioral Health PD.2

### Initial Postpartum BH Maintenance

- Ongoing child and family welfare assessment, including **housing and safety needs**
- Postpartum depression screening (EPDS)
- Assist/encourage patient to establish a home environment that is sober
- Educate regarding managing, storing, and safeguarding medications
- Specialty behavioral health referrals if needed and ensure patient compliance
- Grief counseling, if applicable

Proceed to  
Care Coordination Team Tree