Key: RN = Registered Nurse; IC = Intake Coordinator; BC = Benefits Coordinator

The Living Bridge Center

Client Acuity Tool

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| Client Name:  | Today’s Date: |
| UBarriers | ULevel 0-1“0”-no intervention needed.“1”-short term, focused, education/support/referrals. | ULevel 2“2” multiple barriers, provide education/support.  | ULevel 3“3”-Multiple, complicated barriers, and/or is in crisis.  | ULevel |
| *Housing (IC)* | Stable, clean housing. | Requires short term assistance with/rent, utilities. | Homeless, shelter resident, or frequent moves. |  |
| *Finances (BC)* | Steady, adequate source of income. | Income source is inconsistent or too low to meet basic needs. | Has no income.Is in financial crisis.Consistently unable to meet basic needs.  |  |
| *Transportation Issues (IC)* | Has own transportation to get to and from clinic visits. | Some difficulties with access to transportation. | Consistent problems with accessing transportation. |  |
| *Social Support/Family Issues (IC)* | Dependable network/family/friends/partner. | Gaps in support system(family/friends periodically)Pregnant but adherent. | No stable support other than professionals.Family in crisis.Pregnant but not adherent.Fear of disclosure. |  |
| *Behavior (IC)* | Functions appropriately in most settings. | Repeated incidences of inappropriate behavior. | Abuse or threats to others; lack of control. |  |
| *Communication Issues (IC)* | Speak, read and understand English at an adult level. | Some difficulties with speaking, reading and understanding English. | Not able to represent themselves in English.Unable to read or write. |  |
| *Cultural Issues (IC)* | Minimal system barriers | Requires some assistanceacclimating to system. | Chooses not to/unable to acclimate to system. |  |
| *System Issues (IC)* | Minimal system barriers. | Needs help accessing the system. | Distrust of system/not accessing services. |  |
| *Legal Issues (IC)* | Client reports no recent or current legal problems; all pertinent legal documents completed. | Needs assistance completing standard legal documents; recent or current legal problems. | Involved in civil or criminal matters; incarcerated or recently incarcerated; undocumented immigrant; unaware of standard documents, i.e. living will.  |  |
| *Mental Health Issues (IC)* | No current mental health illness but has a history of mental illness, now stable.  | Mild to moderate symptoms or disorders. | Severe symptoms/disorders; long history of mental disorders. |  |
| *Substance Use/Abuse (IC)* | No current use and/or history. | History of abuse and/or intermittent abuse. | Chaotic life, regular substance abuse. |  |
| *Side Effects (RN)* | On medication, having no side effects. | Minimal side effects affecting some quality of life. | Moderate to severe side effects affecting quality of life. |  |
| *Adherence History (RN)* | Reports ability or willingness to adhere to medications. | Reports inconsistent ability to adhere to medications. | Reports inability to adhere to medications. Treatment naïve.  |  |
| *Educational Issues (RN)* | Has been informed, able to verbalize basic knowledge of the disease. | Some understanding of the disease. | No understanding of HIV disease.New diagnosis. <18 years of age. |  |
| *Medical Needs (RN)* | Stable health; goes for periodic MD appointments and lab monitoring. | Needs primary care referral.Being seen by MD for short term illness. | Poor health; medical emergency; rapidly deteriorating; with opportunistic infections.Pregnant. |  |
| UComments Section: | UCombined Total |  |
| Client Level Acuity Guidelines:  |
| U*Acuity Level* | U*Range* | U*Case Management Level* | U*Referral Criteria* |
| Life Area 0-1 | 15 Points or Less | Medical or Non-Medical Case Management | Self referral as needed |
| Life Area 1 & 2 | 16-30 Points | Intensive Medical Case Management-Social | Refer to appropriate community partners |
| Life Area 2 & 3 | 31 Points or Higher | Intensive Medical Case Management-Medical | Intensive Medical Case Manager to follow |
| Note: If a client scores a 3 in any life categories of Medical Needs, Educational Issues, or Adherence History, a referral to Intensive Medical Case Management is strongly encouraged. If a client scores a 3 in the life categories of Cultural Issues, Educational Issues, Social Support/Family Issues, Housing or Finances, a referral to Moderate Medical Case Management is strongly encouraged. |