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# Care Coordination

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BEACON HEALTH OPTIONS

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# Topics

- > Overview of Care Management and Care Coordination
- > Care Coordination's main objective
- > Care Coordination Factors for Success
- > Benefits of Care Coordination

# Care Coordination

## What is Care Management and Care Coordination?

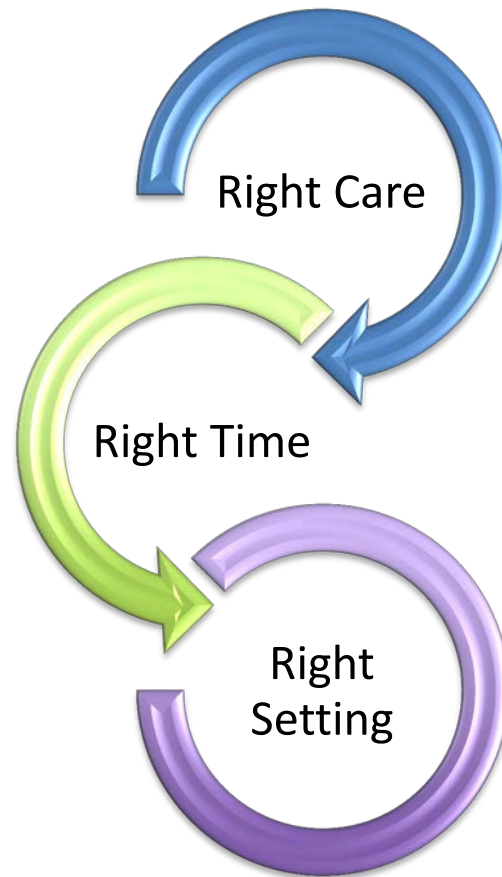
- > Care Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet a member's comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes.
- > Care coordination is the integration of personnel, information, and other resources needed to carry out all required member care activities between and among care participants (including the member and informal caregivers). The goal of care coordination is to facilitate the appropriate and efficient delivery of health care services both within and across systems.

# Care Coordination Activities

The main objectives of Care coordination:

- > Communication
- > Facilitate Transitions
- > Assess Needs and Goals as articulated by the member
- > Create a Proactive Plan of Care
- > Monitor, Follow Up, and Respond to Change
- > Support Self-Management Goals
- > Link to Community Resources
- > Assist with linking member with needed medical and BH services
- > Connect member with community or facility based LTSS
- > Establish Accountability or Negotiate Responsibility

# Care Coordination Objective



# Care Coordination Success

How do we reach the goal?

- > Communication between the team is essential
- > Good communication addresses potential gaps in meeting members' interrelated medical, social, developmental, behavioral, educational, informal support system, and financial needs in order to achieve optimal health, wellness, or end-of-life outcomes, according to patient preferences
- > Collaboration between all members ensures that nothing is missed or dropped
- > The goals established need to be SMART
  - > Specific, Measurable, Attainable, Realistic, and Time-based Everyone on the IDT needs to buy in to the goal and keep this as a focus during treatment, meetings and communications

# Benefits of Care Coordination

- > Holistic approach to supporting the mind, body and spirit of the member
- > Less instances of readmissions
- > More information available when making critical decisions
- > Increase in quality of care
- > Member's needs and preferences for health services and information sharing across people, functions, and sites are met over time.