Who is Responsible for Care Coordination

Elizabeth Whitney and Sue Pickett
February 19, 2015
Slides for today’s webinar are available on the CIHS website at:

www.Integration.samhsa.gov

under About Us/Innovation Communities
Today’s Purpose

- Welcome
- Participating Organization Introductions
- Role definitions and competencies
- Organizational culture and changing roles
- Next Steps
A Quick Update…
Introducing…

<table>
<thead>
<tr>
<th>Name</th>
<th>State</th>
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<tbody>
<tr>
<td>Denver Health and Hospital Authority</td>
<td>CO</td>
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<tr>
<td>Genesee Community Health Center</td>
<td>MI</td>
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<td>Green Door</td>
<td>DC</td>
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<tr>
<td>Integrity House</td>
<td>NJ</td>
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<td>Lake County Health Department</td>
<td>IL</td>
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Defining Care Coordination

*Deliberately organizing* patient care activities and *sharing information* among all of the participants concerned with a patient's care to achieve safer and more effective care. The *patient's needs and preferences* are known ahead of time and *communicated at the right time to the right people*, and this information is used to *provide safe, appropriate, and effective care* to the patient.

Care Coordination Elements

- Accountability
- Patient and Family Centered Support
- Cross Agency Relationships and Agreements
- Communication, Connectivity and Care Flow
Why Define Competencies?

• Role clarification
• Recruitment
• Orientation and training
• Employee evaluation
Care Coordinator Responsibilities

• Establish accountability (who is responsible for what)
• Develop and update integrated, whole health care plans
• Match, adjust and link services
• Ensure flow and exchange of information
• Provide navigation services or social services
• Make referrals and follow up
• Assist with medication reconciliation and management
• Provide self-management /disease management education and coaching
Poll #1: In your system of care who fulfills care coordination responsibilities?

1. We have distinct CC staff roles
2. We have all or multiple members of a team share CC responsibilities
3. We use both approaches
4. We are still evaluating what is the best approach
Competency - definition

Merriam Webster definition: the ability to do something well: the quality or state of being competent

Wikipedia: Competence is the ability of an individual to do a job properly. A competency is a set of defined behaviors that provide a structured guide enabling the identification, evaluation and development of the behaviors in individual employees [skills and behaviors]
Care Coordination Competencies

- Engage
- Assess
- Plan
- Link
- Exchange
- Negotiate
- Educate
- Align
Poll #2: Our next steps…

1. Clarify roles - sense of purpose and role definition
2. Create job descriptions
3. Determine workflow for care coordination
4. Replicate Care Coordinator role in different settings within our system of care
5. Train additional Care Coordinators
6. Train all staff about Care Coordination
7. Establish accountability measures for existing Care Coordinators
Care Coordination & Organizational Culture
Silos, Silos Everywhere....
Poll Question #3: What’s Your Silo?

1. Primary care/medical services
2. Mental health services
3. Substance use treatment services
4. Behavioral health (both mental health and substance use treatment services)
5. Housing
6. Other
7. None—we don’t have silos at my organization
Breaking Down the Silos
Identify Your System-Level Barriers

- Electronic health records
- Clinical assessments
- Billing rules
Cross-Train and Co-Locate Staff

• Who are you?
• What do you do?
• Why do you do it that way?
• How can you possibly help me?
Embrace One Treatment Philosophy
Questions
What to Expect

January / February
• Further exploration of definitions and components of care coordination
• Complete self-assessment
• Review assessment results for use in work plans
• Create work plan for change process with coaching calls to refine work plans

March - June
• Implement work plans / PDSA cycle
• Focus topics based on needs of the group
• Team presentations
• Small group coaching call

July - September
• Focus topics based on needs of the group
• Sustainability strategies and lessons learned from the field
• Small group coaching call
• Curated materials for dissemination in September
Next Steps

Visit LinkedIn group

Next scheduled webinar:
March 19, 2015 1-2 pm EST

Homework:
Complete draft of Innovation Work Plan
email to: ewhitney@ahpnet.com and hannahm@thenationalcouncil.org
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Please take a moment to provide your feedback by completing this survey:
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