

Thinking about Care Coordination in the Real World

Presenter: Laurie Vlcek,
R.N.

Care Coordinator

Commercial Disclosure

- I have no commercial relationships to disclose prior to presenting
- I do not intend to discuss off-label use of FDA-approved products today

Learning Objectives

- By the end of this session, you will be able to:
 - Describe the role of the care coordinator
 - Identify benefits of care coordination for practice
 - Identify benefits of care coordination for patients and families
 - Describe first steps to implement the medical home concept in practice



Who is the Care Coordinator?

- Problem Solver
- Organizer
- Liaison for patients, families and the practice
- Resource person for the practice and families
- What you need, when you need it

What Does a Care Coordinator Coordinate?



- Coordinates care within the practice
- Coordinates care with other health care providers
- Coordinates care with other agencies
- Coordinates community resources
- And most importantly, coordinates care with patients and their families

Care coordination within the practice

- Smoother flow to the day
- Planned visits
- Continuity of care
- Resource finder
- Problem solver



Care Coordination with Other Health Care Providers

- Specialist
- Hospitals
- Therapist
- Home health agencies
- Residential facilities
- All players on the care team



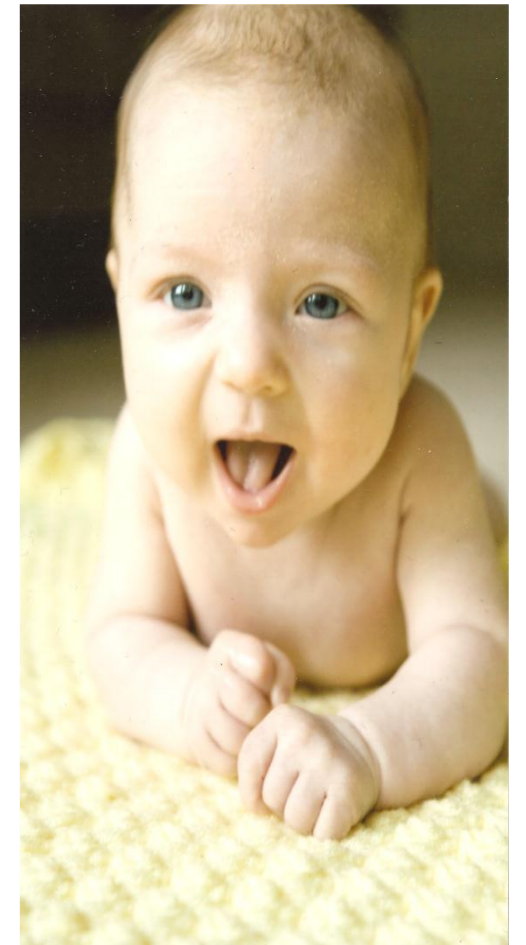
Care Coordination with other Agencies

- Schools
- State agencies
- Social agencies
- Community groups
- Charitable organizations
- Expect the unexpected!



What do Care Coordinators Do for Patients & Families?

- Patients and families feel **known**
- Patient and family advocate
- Problem solver
- Plan of care overseer
- Partner with patients and families



What are the Benefits of Care Coordination?

- Improves patient satisfaction
- Improves practice communication
- Better time management
- Smoother more predictable work flow
- Less chaos!

Where Do We Start?

- Commit to the process
- Have a support network
- Focus on the doable
- Make changes in small increments
- Celebrate your success and learn from your mistakes!



What Difficulties Should We Expect?

- Resistance to change
- It takes time; it's processes not a project
- Finding resources
- Expanding your definition of “reimbursement”
- Maintaining momentum



Things We Learned Along the Way

- A dedicated care coordinator is essential
- Choose your QI team wisely; Parent partners are your best resource
- Identify and quantify your patient population
- Establish practice changes that support the Medical Home model
- Ask, ask and ask again, “How are we doing?”

Resources

- Center for Medical Home Initiatives:
<http://www.medicalhomeinfo.org/>
- Division of Specialized Care for Children (DSCC): <http://www.uic.edu/hsc/dscc/>
- Illinois Chapter of the American Academy of Pediatrics:
<http://illinoisAAP.org/projects/medical-home/>