

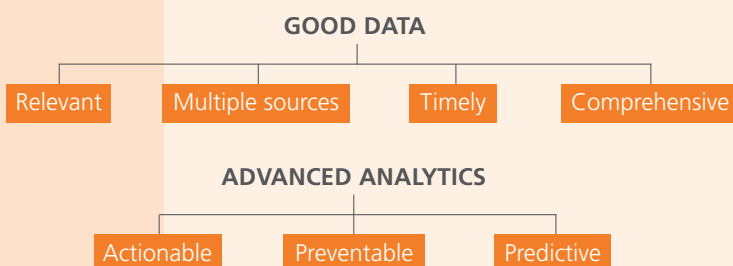
THE ROAD TO EFFECTIVE CARE COORDINATION: SEVEN ESSENTIAL STEPS

Understanding and removing barriers to health and barriers to coordination is the key to successful care coordination.



1. Find the Right Patients

- Create a registry of patients sharing **common attributes**
- Registry should be created using advanced analytics applied to **good data**



2. Stratify a Patient's Risk Factors

Apply analytics to a patient's longitudinal health history to determine risk factors or barriers to his or her health. Risk factors can be any combination of the following:



- Gaps in care
- Health-related barriers
- Functional barriers
- Cognitive barriers
- Socioeconomic barriers
- Environmental barriers



3. Prioritize Opportunities for Intervention

Determine not only the risk factors that are the most significant, but also those that can benefit the most from intervention.



4. Develop a Care Plan

- **Understand** the underlying components that make up the risk factors
- **Develop** patient-centered interventions
- **Work** with the care teams and coordinate with caretakers
- **Include patients** in care planning, incorporating their goals into the care plan objectives
- **Develop** a plan that addresses clinical needs as well as high-priority barriers to care



5. Intervene

- Implement care plan using specific interventions
- Use the setting best suited for success:



- In office
- At home
- Telephonic
- Mobile-enabled medical device

- Utilize the right care team members:



- Physicians
- Nurse care managers
- Therapists
- Social workers
- Health coaches



6. Evaluate Outcomes

With the aid of a care management platform or module, determine the effectiveness of the intervention:

- **Set a baseline** for patient status, knowledge of condition and behaviors related to condition
- **Compare post-intervention status**, knowledge and behaviors with baseline
- **Assess accomplishment** of care plan goals



7. Continuously Improve

Use the knowledge you've gained to improve the way you find patients, stratify risk factors, prioritize opportunities, develop care plans and intervene. Always evaluate; always improve.



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