

Care coordination: 5-point checklist

Do you have what's needed to successfully coordinate care?

1 INTEROPERABILITY

- Exchange and integrate behavioral, physical and social determinants data at the point of care
- Manage incoming and outgoing referrals through automated, streamlined referral process
- Connect to a network of providers and support secure data sharing across health information exchanges (HIEs) and large interoperability frameworks such as Carequality
- Exchange data with care coordinator, health plan and/or ACO, if participating
- Gain access to data from pharmacies, Prescription Drug Monitoring Programs (PDMPs), ACOs, hospitals and referral partners

2 DATA ANALYTICS

- Access key performance indicators (KPIs) in real-time
- Link internal data (EHR, financial system, and HRIS) and incorporate data from other providers and from payers in order to produce real-time KPIs
- Aggregates data to identify trends and presents health and treatment outcomes for analytics-driven decision making
- Utilize a population health management platform that provides real-time data to identify who is most at risk and if there are any gaps in care
- Mitigate risk and increase ROI with quality measurements and operational analytics
- Notify the right people at the right time through alerts and notifications

3 INFRASTRUCTURE

- Leverage a unified platform to help clinicians manage a person's care across multiple settings
- Manage all services across providers, track outcomes and simplify reporting
- Access integrated technology that provides secure messaging, updates individual information, complete assessments, and sign consents
- Review and electronically sign patient documents
- Leverage integrated mobile technology designed for all care settings and use of consumers and their designated caregivers

4 COMMUNICATION

- Document in one solution and eliminate Excel spreadsheets
- Support care coordination & integrated care through secure communication across all care teams
- Retrieve comprehensive view of an individual's health record

5 PATIENT/FAMILY ENGAGEMENT

- Collaborate between the individual/family and the care team through digital technology
- Utilize infrastructure that provides a seamless flow of information
- Facilitate access to information from all stakeholders to consumers and their caregivers
- Provide decision support tool for consumers and their caregivers