

Coordination of Care

What is coordination of care and who provides it?

Coordination of care requires proactively identifying the patient's needs, organizing care and communicating vital information at the right time to the right people. Coordination can occur among various parties but often includes:

- Primary care provider
- Specialty providers
- Behavioral health practitioners
- Inpatient hospitals
- Skilled nursing facilities
- Home care agencies
- Labs and other diagnostic services
- Family and caregivers
- Health plan care managers
- Other care managers

Why is coordination of care important?

Appropriate care coordination and the availability of pertinent and up-to-date information leads to many positive benefits including:

- Safer and more effective care
- Lower admission and readmission rates
- Fewer care complications and delays
- Smoother care transitions
- Increased efficiency and reduced costs
- Improved health and satisfaction for the patient



The provider's role

Iowa Total Care expects that providers follow these practice guidelines in coordinating care for our members. Our health plan and associated providers are rated and evaluated based on the ability to successfully carry out these practices. Please note that the care coordination measures are specifically evaluated in our annual member experience surveys (CAHPS®).

Quality care is a team effort.
Thank you for playing a starring role!

Important provider coordination of care practices

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| Labs & X-rays* | Tell your patient when to expect lab, X-ray and other test results and deliver the results on time |
| Other providers* | Assist your patient in arranging care with other practitioners and services |
| Specialist referrals* | Follow up on referrals and discuss your patient’s current specialist care |
| Medical records* | Obtain relevant medical records prior to appointments and review with your patients |
| Prescriptions* | Regularly discuss and update your patient’s current prescription medications |
| Preventive care* | Remind your patients about important prevention measures, such as regular flu shots |
| Fall prevention | Discuss the risk and prevention of falling with your patient |
| Post-discharge care | Ensure appropriate follow-up care is in place after your patient’s hospitalization or emergency care |
| After hours care | Ensure that your patient knows how to receive care when your office is closed |
| Patient feedback | Encourage your patients to ask questions and express their needs and priorities; discuss and monitor your patient’s perception of physical and emotional health yearly |
| Care management | Collaborate with Iowa Total Care’s Care Management programs for patients with coordination or educational needs; call 1-833-404-1061 |
| Community assistance | Refer patients with community assistance or social determinants of health needs to Iowa Total Care’s Help Line at 1-833-404-1061; we help connect members to local food, housing, financial and transportation services |

*CAHPS®-related measure



Additional information on the topic Care Coordination can be found at
<https://www.ahrq.gov/ncepcr/care/coordination.html>