

Care Coordination Tip Sheet

What is care coordination?

- The intentional exchange of information between two or more participants (including the member) who are involved in the member's care in order to facilitate the appropriate delivery of healthcare services.
- Care coordination is an essential element in treatment planning, service titration, and the discharge planning processes.

The benefits of care coordination

- Emphasizes the collaboration between the internal and external treatment team to better serve the member.
- Supports the member's needs and integrates a holistic system of care.
- Assists in the development of comprehensive treatment planning that leads to more appropriate services, titration or referrals.
- Care coordination consists of anything that bridges gaps in the member's recovery.
- A holistic approach to healthcare results in the best outcomes.

Who should coordinate care?

- Care coordination includes a variety of individuals on the treatment team including:
 - Behavioral health providers (e.g., counselors, social workers, substance use counselors, psychiatrists)
 - Physical health providers (PCP, pharmacists, neurologists)
 - Specialty care services (e.g., physical therapists, occupational therapists, speech therapists)
 - Educational and community supports (e.g., teachers, school psychologists, mentors)
 - Family members (e.g., parent, guardian, spouse, sibling)

Considerations

- Release of information must be signed by the member or their guardian prior to any outreach.
- Method of care coordination is based on each member's needs (e.g., phone, fax, meeting).
- Request and review records from previous or current providers to align care and member needs.
- Notify member and/or guardian about coordination occurring.

What could happen if coordination of care does not occur?

- Multiple providers treating different diagnosis and/or presenting problems.
- Multiple treatment plans with competing goals which can complicate or impede the treatment process for the member.
- Symptoms may become exacerbated.
- Duplication of efforts and services provided.



Please refer to the Umu microlearning training titled *Care Coordination* for references:
Scan the QR code at left or visit pin.umu.com and enter access code **ek7069**.