CARE COORDINATION ACROSS THE CONTINUUM

Amy Hilleren Listerud, DNP, APRN, ACNS-BC

Objectives
1. Define the continuum of care
2. Describe the role of healthcare providers throughout the continuum
3. Outline best practices for effective, patient-centered cross-continuum care

Continuum of Care
A patient-oriented system of care that spans an entire lifetime

Continuum of Care

A patient-oriented system of care that spans an entire lifetime, is composed of both services and integrating mechanisms, and guides and tracks patients over time through a comprehensive array of health, mental health, and social services across all levels of intensity of care.

Healthcare Continuum
• Community
• Acute
• Post Acute

Context Matters!
Key Message #1

- Effective care coordination requires an understanding of the healthcare continuum

Care Coordination

- Care coordination involves deliberately organizing patient care activities and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care

AHRQ, July 2016

Care Coordination Continuum

- Community/Clinic
- Hospital/Acute
- Post-Acute
Care Coordination Essentials

• Patient-centered
• Deliberate organization
• Communication

Food for thought...

Key Message #2

Key care coordination elements for healthcare providers:
1. Patient centered
2. Deliberately organized
3. Communication
Patient Centered Care Principles

1. All team members are considered caregivers
2. Care is based on continuous healing relationships
3. Care is customized and reflects patient needs, values, and choices
4. Knowledge and information are freely shared between and among patients, care partners, physicians, and other caregivers
5. Care is provided in a healing environment of comfort, peace, and support

Patient Centered Care Principles

6. Families and friends of the patient are considered an essential part of the care team
7. Patient safety is a visible priority
8. Transparency is the rule in the care of the patient
9. All caregivers cooperate with one another through a common focus on the best interests and personal goals of the patient
10. The patient is the source of control for their care
Deliberate Organization
(aka Teamwork)

✓ Identify all members of the team
✓ Determine the team’s goal(s)
✓ Assign responsibility for the work
✓ Establish accountability
✓ Communicate (repeat often)
✓ Support one another

Communication

Key Strategies:
• Warm Greeting* • Eye Contact* • Listen* • Use Plain, Non-Medical Language • Slow Down • Limit Content
Communication

Key Strategies:
• Show How It’s Done
• Use Teach-Back
• Repeat Key Points*
• Use Graphics*
• Invite Participation*
• Encourage Questions*

AHRQ (2015). Key Communication Strategies

Do the opposite...

Measuring Success

• For clinic and/or PCMH, there are a number of instruments, most include:
  • Health care seeking (number of PCP visits, contacts, etc)
  • Knowing who does what (teamwork, deliberate organization)
  • Communication
  • Sharing of healthcare information
  • Assessing patient needs and goals
  • Collaboration on the design of care
  • Creation of a healthcare plan of action
  • Following up, identifying problems, and making adjustments
  • Connecting to other sources of care
  • Helping you take care of yourself
  • Patient self evaluation of personal health
Measuring Success

- Consumer Assessment of Healthcare Providers and Systems (CAHPS)
- Patient Centered Medical Home – Adult
- Patient Centered Medical Home – Child
- AHRQ’s Care Coordination Measure for Primary Care, CCQM-PC
- Primary Care Provider Ambulatory Care Experiences Survey (PCP ACES)
- Patient Perceived Continuity of Care from Multiple Providers
- And others...
- For Acute Care:
  - Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Measuring Success

Organizational/Population Health Impact:
- Hospital admissions/Hospital readmissions
- Healthcare costs/spend per person
- Emergency room utilization/costs
- Preventive healthcare adherence/care gaps
- Chronic Disease Indicators:
  - PHQ-9 for Depression
  - GAD-7 for Anxiety
  - HbA1c for diabetes
  - BP for hypertension

Key Message #3

Effective methods for care coordination include implementation of patient-centered care practices, deliberate organization (teamwork), and effective communication. Efficacy may be measured by a number of available instruments.
• Thank you