



## COLORADO HEALTH CARE TRAINING & CONSULTING

Education and training for health care at home.

# DISCLAIMER

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# Care about Care Coordination

Standards & Best Practices

Self-paced 5/2017

**Home Care Administrator Training**

**Presented by**

**Connie McWilliams, President**



**First-time  
Administrators &  
Alternates**

**Compliance  
Officer / Staff**

**Seasoned  
Administrators,  
Alternates**

**Governing Board  
/ PAC Members  
& Candidates**

**Medical Directors,  
Home Care  
Medicine Staff**

**Advisors,  
Professional  
Consultants**

**Quality & Safety  
Staff**

**Marketing ,  
Backoffice &  
Front Office Staff**

**New Hires,  
Candidates for  
Hire &  
Promotion**

**Audience**

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# Workshop Learning Objectives

- Describe Licensure Standards for Care Coordination (CC)
- Discuss surveyor probes in assessing care coordination effectiveness
- Identify Essential Elements of adequate CC
- Distinguish among different types care coordination

# Workshop Learning Objectives

- Recognize the requirements for effectiveness
- Describe how client quality and safety are inter-related to care coordination
- Compare and contrast components of Policy & Procedure for Care Coordination

# Care Coordination

6 CCR 1011-1 Chapter XXVI

6.13

7.12

8.6.B(5)



# Background\*

- The US Health Care System is fragmented and inefficient.
- Consumers are forced to make life influencing decisions with limited or conflicting information

\* Future of Health Care Industry, US Chamber of Commerce, Scott Serota, CEO, Blue Cross-Blue Shield, covers 100 million lives, 11.14.2011, <http://www.c-spanvideo.org/program/302650-1>

# Why do we need care coordination?

- Lack of coordination can be unsafe, even fatal. When abnormal test results are not communicated correctly between multiple providers or between providers and patients...

# Why do we need care coordination?

- When prescriptions are issued by multiple physicians and there is unawareness of the medications the patient is already taking,
- When home care staff do not receive hospital discharge plans for their patients, the risk of poor patient outcomes is high.

# Why do we need care coordination?

- **Uncoordinated care is more costly for patients and the healthcare system, as it increases duplicate services, increases the risk of preventable hospital admissions and readmissions, and contributes to overuse of more intensive procedures.**

# Why do we need care coordination?

- On average, patients who receive uncoordinated care are estimated to pay 75% more for their healthcare services than matched patients with coordinated care.\*

\*<http://www.managedhealthcareconnect.com/article/care-coordination-today-what-why-who-where-and-how>

# Why do we need care coordination?

Perhaps the best reason:

**“We should coordinate care not to save money but because coordinated care is better care,”**

**J. Michael McWilliams, M.D., Ph.D.**

Source: NEngl J Med 2016; 375:2218-2220 [December 8, 2016](#) DOI: 10.1056/NEJMp1610821

# The Real Problem

- Limited or fragmented information.
- Specific accountability does not exist.
- Do you ask yourself after every assessment, visit and discharge: *“How effectively has it been done?”* and if it has not been done effectively, *“How must it be done to be effective?”*

# Evidence of the real problem





# Evidence

- Each year 98,000 **die from preventable medical errors**
- 400,000 **harmful medication errors** occur each year at a cost of \$3.5B
- 1/3 of all people admitted to a hospital suffer an **adverse event**

# Evidence

- 30% of health care dollars goes toward **ineffective, redundant & sometimes harmful care**

Evidence of the real problem shows lack of care coordination results in harm and low quality care of patients/clients.