**Checklist: Is Your Care Management Program Integrated?**

* Do care team members know how to refer to the care management?
* Have the criteria for patient referral to care management been shared with staff?
* Is there a way for staff identify (EHR/registry/other) patients in care management?
* Is care manager notified when a managed patient has an appointment with provider? Is in the health center for a visit?
* Can care manager see when patients have been referred to specialist or other services?
* Do health center staff have access to the care manager’s schedule for the day?
* Does the care manager attend care team huddles? Meetings? Regular meetings with providers?
* Do staff know where to access care plans and patient self-management goals?
* Does the care manager have regular means of communicating with staff?
* Is there a process to handle urgent patient issues?
* Is each patient in care management informed of after-hours and 24/7 access?