



CARE MANAGEMENT & CARE COORDINATION



ACTION STEPS



WHAT?

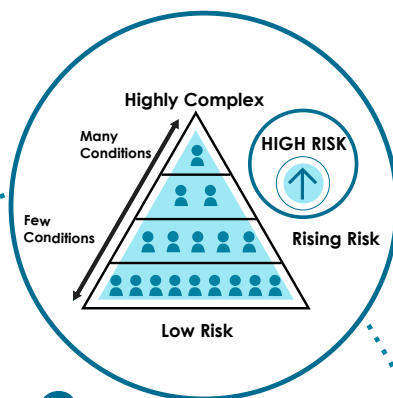
A systematic process for managing the care of high-risk patients and other subgroups using proven interventions in a supportive environment.

WHY?

Care management and coordination allows health centers to better control the clinical and financial risks associated with high-risk patients and other subgroups.



1 Identify or hire a care manager



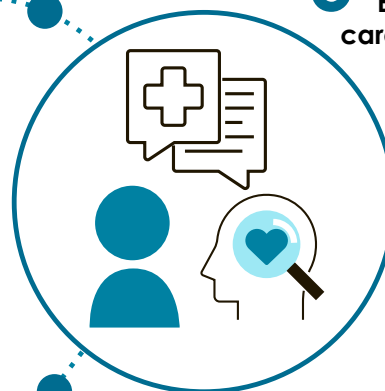
2 Identify high-risk patients

3 Define care manager-care team interface



4 Define the services provided as part of care management

5 Enroll patients in care management



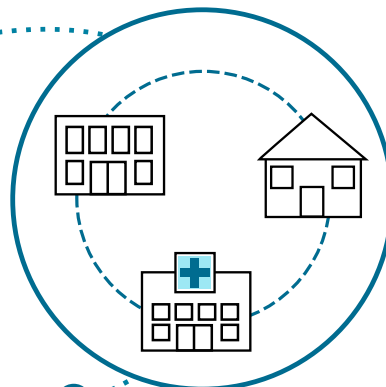


2



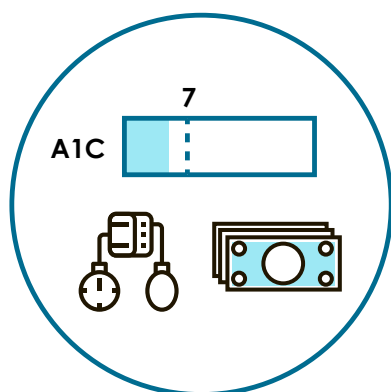
6 Create individualized care plans

7 Enhance and expand partnerships



8 Document and bill for care management

9 Graduate patients from care management



10 Measure outcomes

● Infrastructure ● Care Delivery ● People

Care Management & Care Coordination: Facilitate the delivery and coordination of care and manage high-risk and other subgroups of patients with more targeted services, when and how they need it.