

# Coordination of Care



## What is coordination of care and who provides it?

Coordination of care requires identifying the patient's needs, helping to organize care and communicating vital information at the right time to the right individuals. Coordination can occur among various points, but often includes:

- Primary care physicians
- Specialty physicians
- Behavioral health providers
- Inpatient hospitals
- Skilled nursing facilities
- Home health agencies
- Labs and diagnostic services
- Family caregivers
- Sunshine Health care managers
- Other care managers

## Why is coordination of care important?

Effective care coordination and the availability of up-to-date information leads to positive health outcomes and benefits, including:

- Safer and more effective healthcare
- Lower admission and readmission rates
- Fewer complications and delay in care
- Smoother care transitions
- Increased efficiency and reduced costs
- Improved health and satisfaction for our patients

## The provider's role

Sunshine Health expects that providers follow these practice guidelines in coordinating care for our members. Our health plan and associated providers are rated and evaluated based on the ability to successfully carry out these practices. Please note that the care coordination measures are specifically evaluated in our annual member experience surveys (CAHPS®).

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**Quality Care is a team effort. Thank you for helping us play a role!**

## Important provider coordination of care practices

<b>Labs &amp; X-rays*</b>	Tell your patients when to expect lab, X-ray, and other test results. Deliver the results in a timely fashion.
<b>Other providers*</b>	Assist patients with arranging care with other providers and practitioners.
<b>Specialist referrals*</b>	Follow up on referrals and discuss any needed or ongoing specialty care.
<b>Medical records*</b>	Obtain and request relevant medical records prior to appointments. Review all pertinent records with your patient.
<b>Prescriptions*</b>	Discuss your patient's current prescription medications and ongoing regimens.
<b>Preventive care*</b>	Remind your patients about important prevention measures and screenings. <ul style="list-style-type: none"> <li>• Annual well visits</li> <li>• Flu vaccine</li> <li>• Breast cancer screenings</li> <li>• Diabetic screenings</li> <li>• Colorectal screenings</li> <li>• Cervical cancer screening</li> <li>• Prenatal/postpartum checks</li> </ul>
<b>Fall prevention</b>	Discuss the risk and prevention of falling with your patient.
<b>Post-discharge care</b>	Ensure appropriate follow-up care is in place after your patient's hospitalization or emergent care.
<b>After hours care</b>	Educate your patient how to receive care when your office is closed and other after-hour services available to your patient (telemedicine).
<b>Patient feedback</b>	Encourage patients to ask questions and express health concerns, needs and priorities. Help monitor your patient perception of physical and emotional health.
<b>Care management</b>	Collaborate with Sunshine Health Care Management for patient coordination or educational needs.
<b>Community assistance</b>	Visit our Sunshine Health <a href="#">Community Resource Database</a> . The resource connects members and caregivers in need with local programs and supports.

\*CAHPS<sup>®</sup> -related measure



Additional information on the topic **Care Coordination** can be found on the [Agency for Healthcare Research and Quality \(AHRQ\) website](#).