

Care Coordination

The problem is:

Over a 19-year span, research shows that Primary Care Providers are faced with an unprecedented amount of care coordination due to the broad range of specialists and higher demand for specialty care in the US¹. Without the support of PCPs, coordination of care will fall to patients.

Reference: Barnett, M. L., Bitton, A., Souza, J., and Landon, B. E. (2021). Trends in outpatient care for medicare beneficiaries and implications for primary care, 2000 to 2019. *Annals of internal medicine*, 174(12), 1658-1665.

You need to know:

- Clinicians need to offer innovative care approaches, such as joint visits, utilization of telehealth and interdisciplinary care team models. Payors are making these more feasible through value-based payments
- New referral and consultation models are being utilized to help improve communication and access



Track your progress

Document the number of PCP/Specialty joint visits, and telehealth interactions completed by the interdisciplinary teams. Trend over time.

Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.



Here's what you need to do...

- Streamline healthcare with three-way telehealth visits between the PCP, specialist, and patient
- Schedule dedicated time with specialists, during the patient visit, for efficient consultations
- Use real-time, decision-support apps for instant advice from specialists

Keep the patient in the conversation loop

- Ensure transparency by narrating care/sharing information with patients when communicating with specialists, e.g., *"I reviewed your visit notes from Dr. Gress, your cardiologist...."* or *"Dr. Duncan and I connected this morning and discussed your condition"*

For complex cases...

- Employ a care team to coordinate care, assessing and meeting patient needs, and reducing patient burden