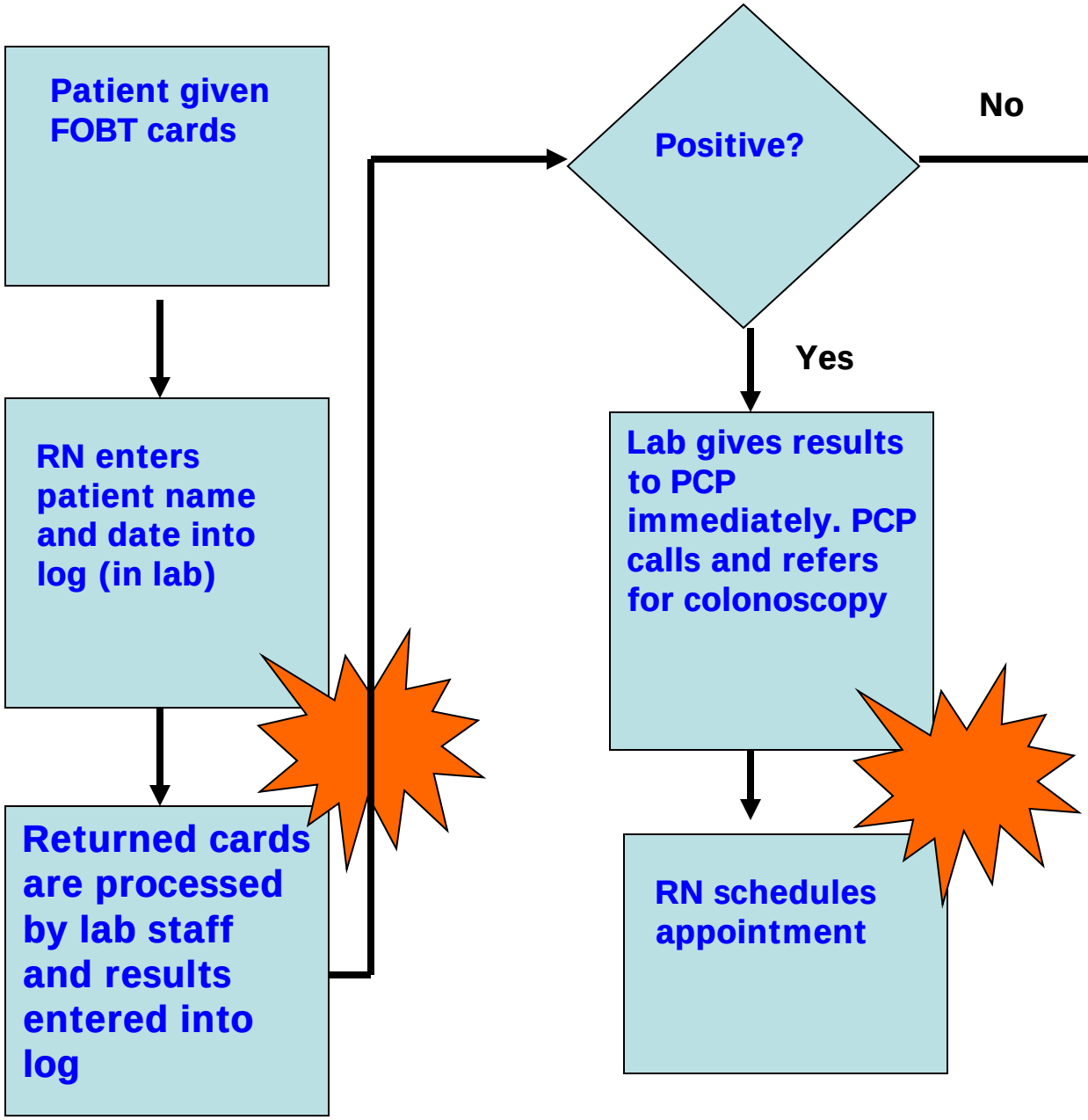
Process Mapping of Key Coordination Tasks

Action Period Call Follow-up

August 26, 2014

Benefits

- **Highlights gaps in care**
- **Puts a spotlight on problem areas**
- **Promotes deep understanding**
- **Streamlines work processes**
- **Defines and standardizes the steps and sequence**
- **Builds consensus**



But what about….?

Key Care Coordination Processes and CC Tasks for Process Mapping

Process	CC Tasks for Mapping
1. Outreaching, engaging, and facilitating clients' access to appropriate services	**1. Identify clients in need of Care Coordination**
2. Defining the Care Team (including natural supports) for each client/patient	**2. Contact and engage clients in care coordination**
3. Ensuring and monitoring consent to share clinical information (ROI)	**3. Handle ROI (initial & changes)**
4. Ensuring and monitoring appropriate screening for medical, mental health and substance use conditions	**(NA for Process Map)**
5. Facilitating referrals	**5. Facilitate completion of referrals--both "internal" (within team) and "external" (to outside treatment providers).**
6. Entering clinical information into caseload registry tool	**6. Document information (referral results, care goals, screening, medication reconciliation, etc.)**
7. Conducting multidisciplinary clinical care conferences	**7. Hold regular multidisciplinary care meetings (Target population CC across core partners)**
8. Ensuring and monitoring routine medication reconciliation	**8. Reconcile medications including across all providers**
9. Supporting client self-management	**(NA for Process Map)**
10. Ensuring and communicating shared care plan goals among client/patient and providers (primary care, mental health, and substance use providers)	**10. Work with client to create a shared care coordination plan and share among all providers**
11. Ensuring availability of ad hoc clinical case consultation	**11. Develop and coordinate ad hoc case consultation**
12. Ensuring urgent care access to specialty MH, SUD or primary care	**12. Provide streamlined and urgent care access to care**
13. Monitoring transitions in care	**13. Handle transitions**

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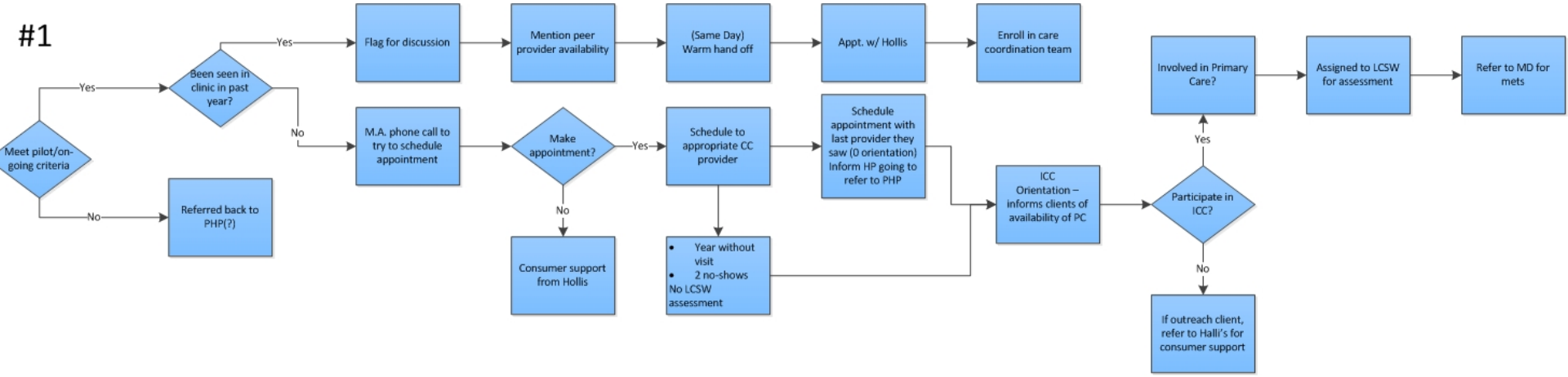
Process Mapping Discussion Questions

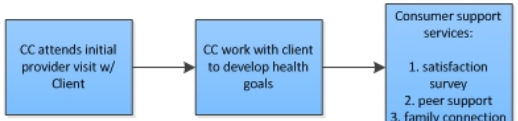
1. What did your team learn about your CC system as a result of the process mapping exercise at LS 3?
2. What are some examples of care coordination gaps and/or duplication of effort that you identified through mapping? Are there any changes that you are testing/implementing as a result?
3. How has your team followed up/or how do you plan to follow-up with workflow mapping? Continued refinement of CC Processes (1,2, and 5 – or others Tasks)

Solano Process Map

#1



#2



#5

Facilitation of referral
(specialty external)

SOLANO

Fresno Process Map