



## CONTINUITY OF CARE

*Roxanne Coulter, VPQI and Dr. Tanya Phares, Chief Medical Director*

*NNBHC Meeting*

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- Purpose: To ensure timely and appropriate continuity of care and services are provided to all members.
- For members who are hospitalized, discharge planning begins at admission for treatment with the identification of any limitations, barriers, or factors that will affect discharge and or follow-up.

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- Care Managers work with members/guardians specifically related to member needs paying attention to:
- The member's behavioral health and physical health status
- The member's response to treatment
- Treatment needs following the current level of care
- The member's interest in, and willingness to comply with additional treatment

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- The Care Manager reviews inpatient authorizations, daily census and/or case list for discharges to begin any needed outreach and coordination for members who are hospitalized.
- The Care Manager conducts a post-discharge follow-up call within 24-48 hours of discharge.
- Assess member's status
- Identify member's understanding of follow-up instructions
- Identify needs
- Assist with community resources as needed to alleviate barriers for member to attend the follow-up appointment

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- Primary focus for members is to ensure member's seamless and effective transfer to the most appropriate level of care or services
- To support our members in continuity of care, our Care Management staff work to connect the member to applicable resources, including some of SilverSummit's value added programs:
  - Hotel Vouchers
  - Care Packages
  - Transportation
  - Supportive Housing
  - Supportive Employment
  - Peer Support
  - Disease Management