

Care Coordination Success Stories



TriWest Group recently worked with the Department of Healthcare Policy and Finance to interview ten sets of coordinator-member dyads to explore what is working in care coordination.

Care Coordinators Help Members Take Control of their Healthcare

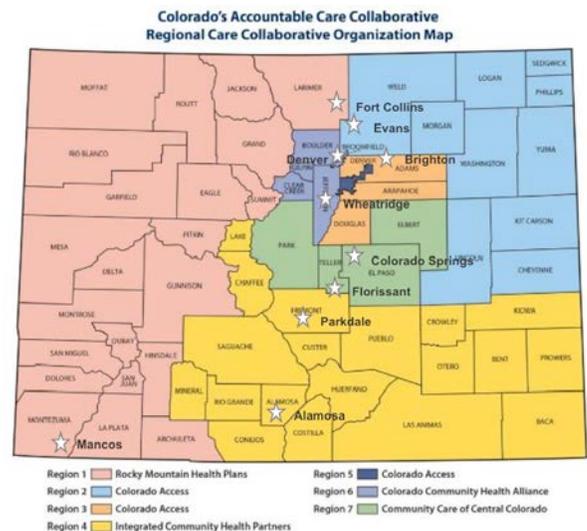
Health First Colorado (Colorado's Medicaid Program) wants all members to reach their full potential for health. One strategy used to help improve health is **care coordination**.

We explored ten stories of successful care coordination in Colorado to learn more about what it takes to have a successful care coordination experience. Ten members and their care coordinators from across each of Colorado's seven Regional Care Collaborative Organizations were interviewed for this study.

Who was interviewed?

The map to the right shows the distribution of coordinator-dyad pairs interviewed (marked with stars).

Six interviews took place in urban areas, four in rural parts of the state.



What is Care Coordination?

Care Coordination means that providers are working together. Care coordinators help members understand their health and the healthcare system and keep track of medical appointments and prescriptions. They also help members find community resources like food, clothing, utility assistance, and housing.

For a copy of the full report or to share your story, please contact:



What Care Coordinators can do:

1. Invest the time it takes to build trusting relationships.
2. Frequently communicate with members and develop open and honest communication channels.
3. Facilitate positive relationships between providers and members by attending appointments as needed and finding different providers if necessary.
4. Follow up on everything offered or promised as quickly as possible.
5. Listen and learn about all aspects of members' lives and attend to needs beyond those that are directly related to medical issues (e. g., food assistance, transportation, house cleaning, children's activities).
6. Explain and interpret information from clinicians and staff about the member's health and health care, and help the member navigate the system.

What Members can do:

1. Trust the care coordinator. Give them a chance to demonstrate they can help you.
2. Ask questions, communicate needs and challenges. Let your care coordinator know what is getting in the way of improving your health, even if it doesn't seem directly related to your healthcare.
3. Be honest and keep an open mind. Help your care coordinator really understand your situation so they can help.
4. Prioritize your health/your child's health and be proactive. If you are the caregiver of someone else, it is particularly important to take care of yourself.
5. Set small goals and follow up as much as you can; take on more as you are able. Don't try to take on too much at once. Let small successes build up to lasting changes.



What Members Are Saying About Their Care Coordination Experiences

“And she’s like an ace-in-the-hole. I love her to death. She has helped me in so many ways that it isn’t even funny.”

“I think [changing my doctor] was for me like a fresh start.”

“I’ll go to make an appointment and I’ll make a mess out of it. I forget what I’m going to say or I bugger it up so bad they don’t know what in the world I’m talking about. [My Care Coordinator] picks up the phone, dials the dentist and, no problem!”

“[You need to] be honest, just be open, I went there with an open mind, be honest you know take your sense of humor with you, don’t walk in there all scared and serious and thinking that somebody is going to be telling you what to do ... because you’re part of it. [You’ve got] to take the time to try and work with somebody to help you get better.”

What do Care Coordinators Do for Members?

Here is a short list of examples from the ten interviews:

1. Arranged for a new wheelchair ramp to be built at a member's house.
2. Helped a member select a new medical home and primary care provider.
3. Arranged after school activities for children.
4. Set up food assistance and house cleaning services.
5. Negotiated with a landlord to keep a member in her home.