Care Coordination Requires More Than Consensus and Commitment

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Today We Will...

**Showcase** the importance of technology and care coordination in advancing care systems to the next level for families, children and adults.

**Highlight** risk factors within each organization that should be addressed to allow programs the flexibility and opportunity to participate in more advanced information sharing on behalf of clients and patients.
Outcomes

• Recognize the importance of care coordination among community health care providers.
• Understand organizational risk factors and culture that may support or impede successful implementation of technological advancements.
• Develop a firm understanding of decisions that are necessary to make organizations capable of participating in systemic change.
What is the Challenge?

Health care organizations are adopting coordinated care practices at varying rates:

- 7% said their patients’ care was fully coordinated between the various health care settings.
- 30% said care was mostly coordinated.
- 53% said care was somewhat coordinated.
- 10% care was not coordinated.

*https://catalyst.nejm.org/what-is-care-coordination/*
6 TOP CONDITIONS TO MANAGE

HEART FAILURE
Leading Cause of Death in the United States
5.7M Patients

COPD
Third Largest Cause of Death in the United States
15M Patients

DIABETES
Eight Million People in the United States Presently Undiagnosed
$322B Per Year

END OF LIFE CARE
55% of All Patients Die in a Hospital
All Patients

CKD
“Silent” – Patients Can Remain Asymptomatic Until Point of No Return
$48B Per Year

1 in 5 Adults

BEHAVIORAL HEALTH
Comorbidities Increase Medical Utilization & Risk of Dying (NAMI)

Aim to Address National-Regional-Local Challenges

Data-informed funding decisions

Gain a comprehensive understanding of youth behavioral and mental health needs in Lancaster County

Encourage a culture of collaboration that fosters community partnerships to meet the behavioral and mental health needs of Lancaster County children, their families and caregivers
Community Needs Assessment

Conducted secondary data analysis of National-Regional-Local challenges. Completed interviews and focus groups with invested families, community members and stakeholders. Executed a telephone survey with 1,015 Lancaster County parents.

• Access and Availability
• Transitional Ages
• Lack of Specialists
• Communication and Collaboration
• Affordability and Insurance
Care Coordination Solution: NavWell

Coordinated care technology solution: **Communication & Collaboration**

Innovation that evolved from universally recognized treatment challenges: **Access & Availability, Lack of Specialists, Communication & Collaboration**

Mission driven effort to advance the field with meaningful outcomes data

Lessons learned from the challenging, yet successful implementation science
# Care Coordination Solution: Lessons Learned

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Organizational Culture in Technology Implementation: Developing a Readiness Assessment

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Interested in being a pilot site?

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