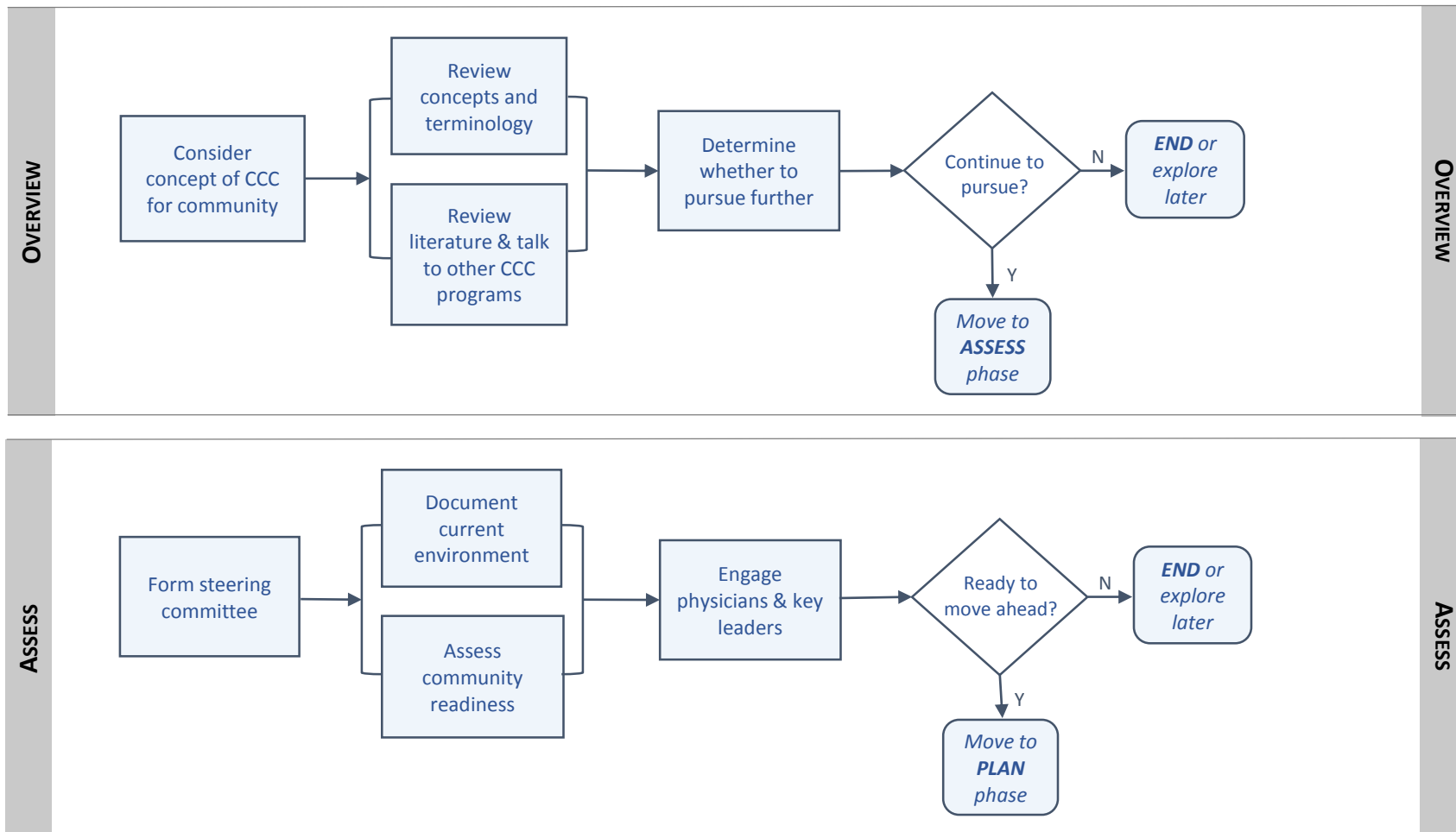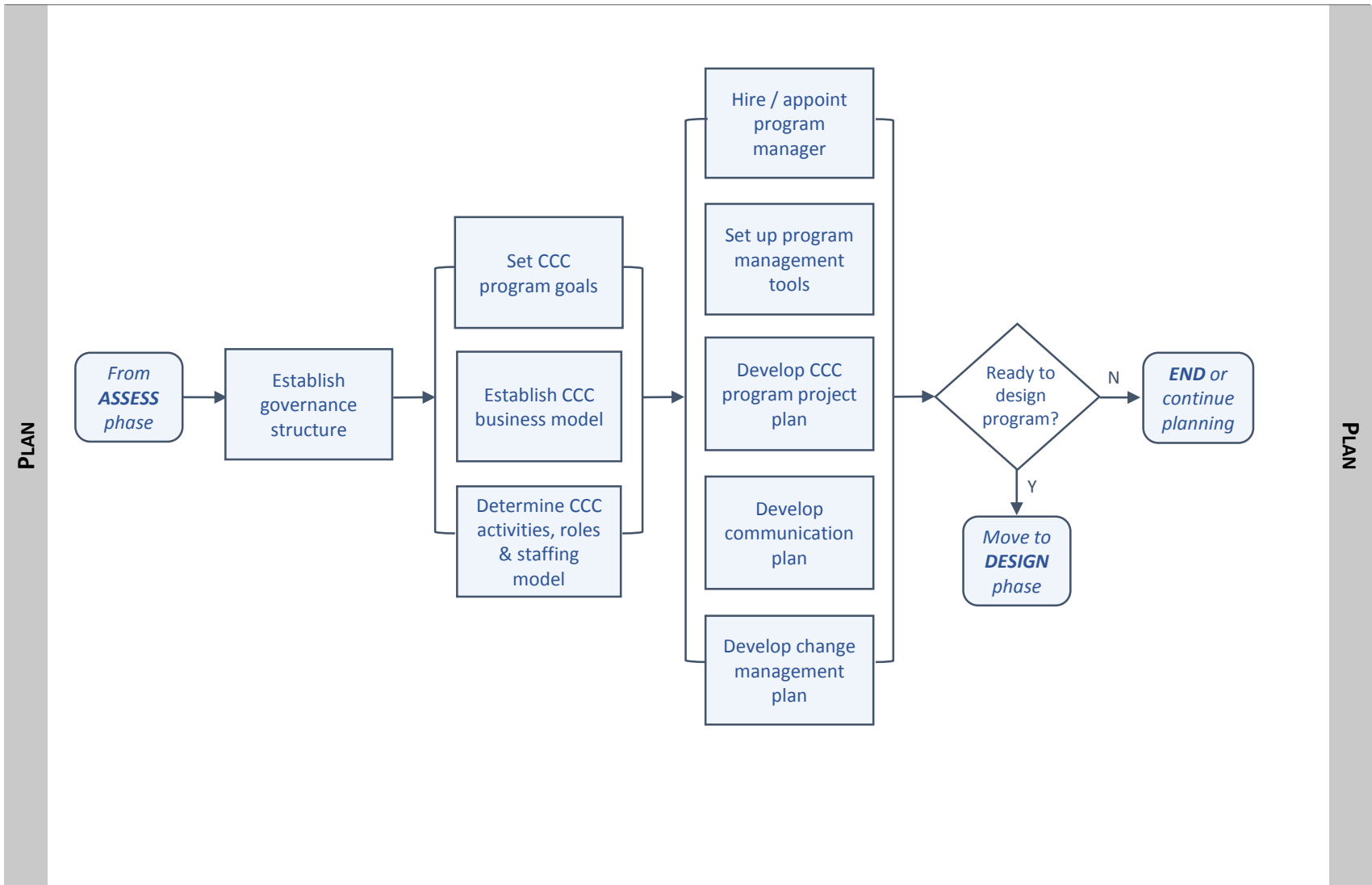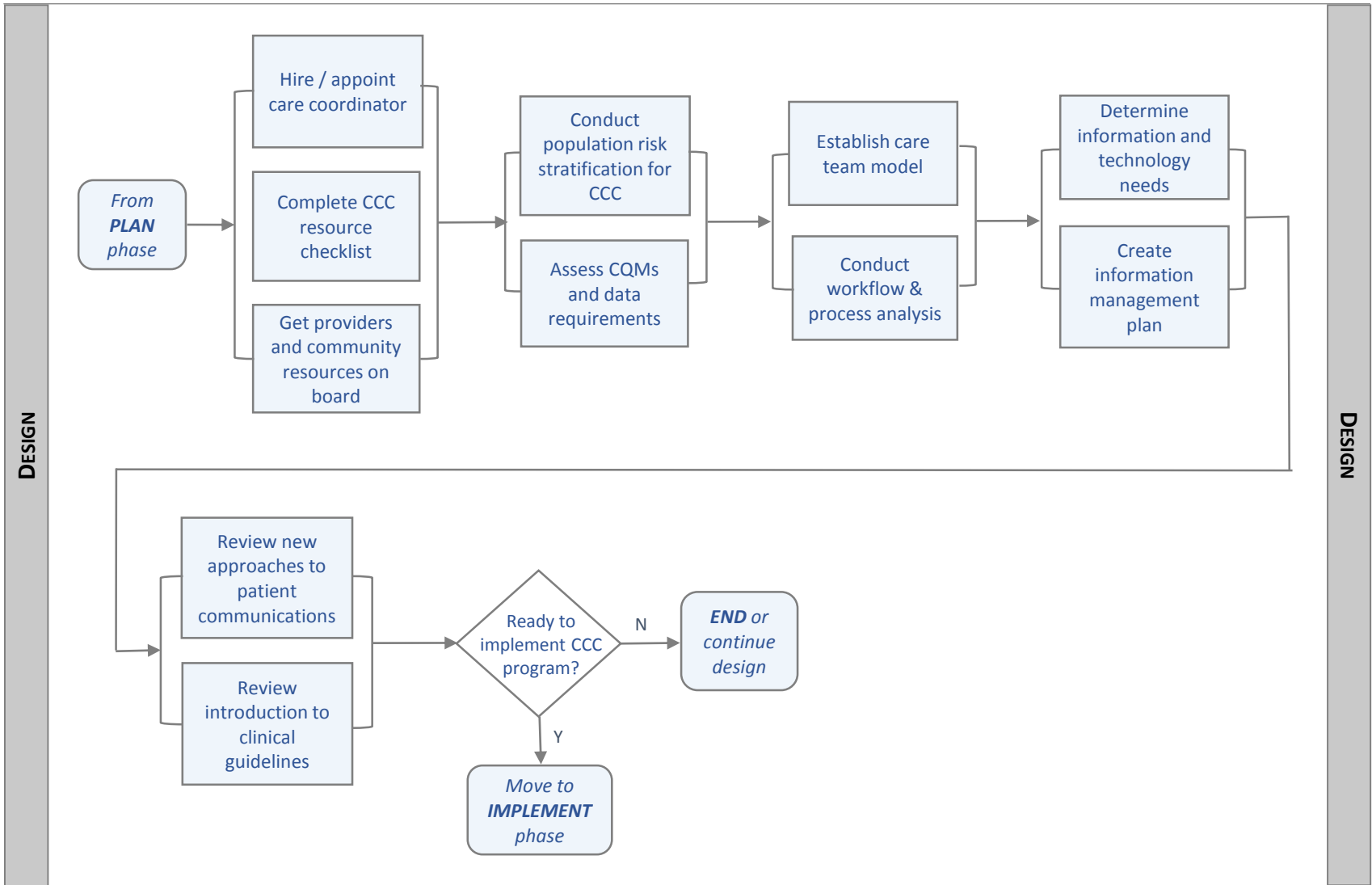**Section 0.3 Overview**

# CCC Program Workflow Diagram

This diagram outlines the general workflow that a community would likely follow to develop a Community-Based Care Coordination (CCC) program. Related processes are grouped into logical and sequential broad phases: OVERVIEW; ASSESS; PLAN; DESIGN; IMPLEMENT; MAINTAIN; and OPTIMIZE. Most processes are supported by one or more tools in the CCC Toolkit.

**OVERVIEW**

Consider concept of CCC for community → Review concepts and terminology / Review literature & talk to other CCC programs → Determine whether to pursue further → Continue to pursue? — N → *END or explore later* — Y → *Move to ASSESS phase*

**ASSESS**

Form steering committee → Document current environment / Assess community readiness → Engage physicians & key leaders → Ready to move ahead? — N → *END or explore later* — Y → *Move to PLAN phase*

PLAN

From **ASSESS** phase → Establish governance structure →

- Set CCC program goals
- Establish CCC business model
- Determine CCC activities, roles & staffing model

→

- Hire / appoint program manager
- Set up program management tools
- Develop CCC program project plan
- Develop communication plan
- Develop change management plan

→ Ready to design program?

N → **END** or continue planning

Y → Move to **DESIGN** phase

PLAN

**DESIGN**

From **PLAN** phase

Hire / appoint care coordinator

Complete CCC resource checklist

Get providers and community resources on board

Conduct population risk stratification for CCC

Assess CQMs and data requirements

Establish care team model

Conduct workflow & process analysis

Determine information and technology needs

Create information management plan

Review new approaches to patient communications

Review introduction to clinical guidelines

Ready to implement CCC program?

N → **END** or continue design

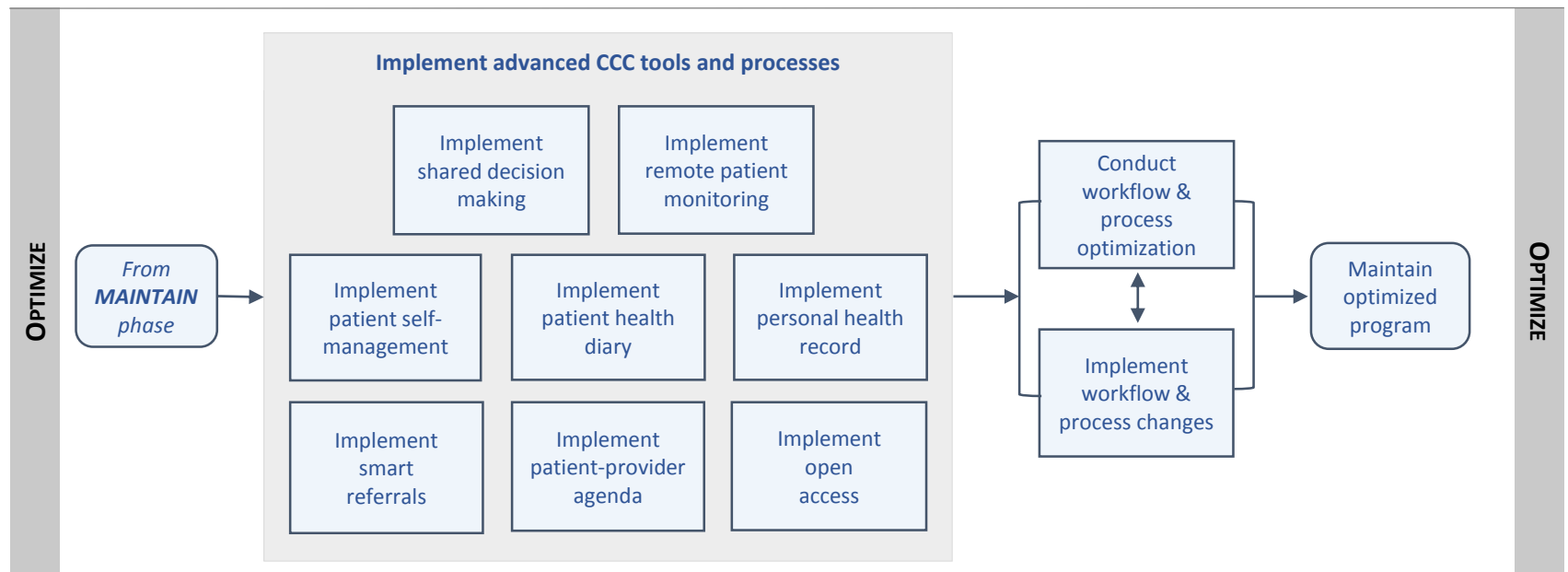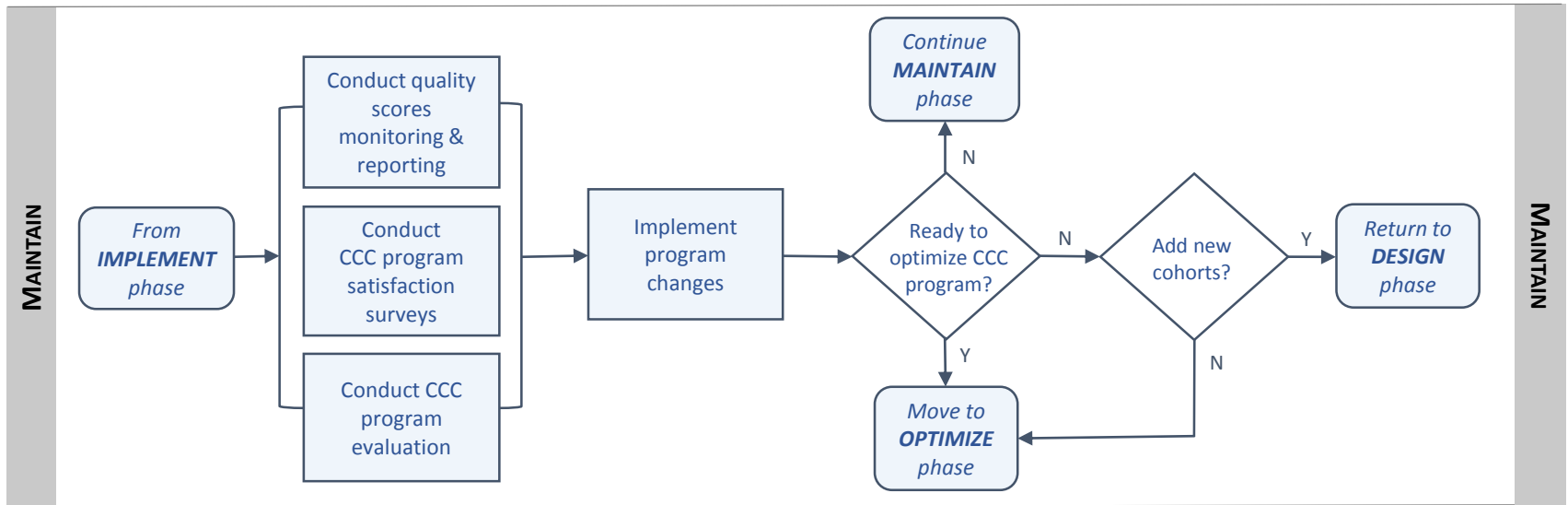Y → Move to **IMPLEMENT** phase

**DESIGN**

Section 0.3 Overview–CCC Program Workflow Diagram - 3

**Implement foundational CCC tools and processes**

From **DESIGN** phase

Launch CCC program with providers & community

Build provider directory and agreements

Build community resource directory and agreements

Identify patient cohort

Develop patient recruitment plan

Create materials about CCC for patients

Adopt patient authorization form

Develop referral tracking/follow-up mechanism

Document requirements for reimbursement

Implement patient empanelment

Develop variance reporting tools

Conduct outreach to pharmacists

Create CCC Patient Plan template

Create Patient Action Plan template

Create CC task plan and weekly schedule

Recruit patients

Develop supportive communication skills

Develop support skills for patient self-management

Conduct CCC visits with patients

Implement Pt discharge CC checklist

Implement HRAs

Implement health/wellness preventive services

Conduct workflow & process redesign

Implement workflow & process changes

Move to **MAINTAIN** phase

IMPLEMENT

IMPLEMENT

**Section 0.3 Overview–CCC Program Workflow Diagram - 4**

**MAINTAIN**

From *IMPLEMENT* phase

Conduct quality scores monitoring & reporting

Conduct CCC program satisfaction surveys

Conduct CCC program evaluation

Implement program changes

Ready to optimize CCC program?

N → Continue *MAINTAIN* phase

Y → Move to *OPTIMIZE* phase

N → Add new cohorts?

Y → Return to *DESIGN* phase

N → Move to *OPTIMIZE* phase

**MAINTAIN**

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**OPTIMIZE**

From *MAINTAIN* phase

**Implement advanced CCC tools and processes**

Implement shared decision making

Implement remote patient monitoring

Implement patient self-management

Implement patient health diary

Implement personal health record

Implement smart referrals

Implement patient-provider agenda

Implement open access

Conduct workflow & process optimization

Implement workflow & process changes

Maintain optimized program

**OPTIMIZE**

Produced under contract with The Office of the National Coordinator for Health Information Technology (ONC)

For support using the toolkit

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