

Section 3.2 Design

Resource Checklist for CCC

This tool identifies the resources a community needs to set up a community-based care coordination (CCC) program, and helps identify those that are in place or are needed to be built or procured.

Time required to review needs and identify gaps: 2 hours

Suggested other tools: CCC Maturity Assessment; Community Data Collection Form; CCC Program Project Plan

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How to Use

1. **Review** the resource checklist to understand how each element supports a community-based care coordinated (CCC) program.
2. **Build, develop or procure** the resources as identified as needed to support the CCC program, drawing on resources in this Toolkit.

Resources and Caseload for a Community-Based Care Coordination Program

A community-based care coordination (CCC) program obviously requires, and depends upon, a care coordinator (CC) to support the cohort of patients who will be cared for in the CCC program. It also needs a number of other resources to be in place to be successful. The nature of the resources depends on a number of factors, and will likely change as the program matures.

In general, a 1.0 FTE care coordinator should be able to conduct 1200 in-office patient visits per year (five patient visits per workday). The average patient may have between three and six interactions per year with the care coordinator, with some patients declining such services and others, depending on their self-management interests and/or current health risk status, requiring considerably more interactions. Therefore, one care coordinator should plan to work with a population of approximately 300-400 chronically ill or high-risk patients.

Review the following checklist to help understand the nature of the resources needed to support the care coordinator in a CCC program. While the CC may not be personally responsible for compiling the list or procuring all of the resources, the CC will want to ensure the appropriate resources are in place to support a successful CCC program.

Resource Checklist for a Community-Based Care Coordination Program

Resources	Resource Considerations	In Place?	Need Now?	Future Need?	Details / Notes
Care coordinator	<ul style="list-style-type: none"> - Responsibilities - Qualifications - Caseload - Location - Expense reimbursement - Training - Coaching - Credentialing - Continuing education 				<ul style="list-style-type: none"> - Develop a CCC program model, including credentials for care coordinator - Create CC job description - Determine CC caseload and staff support - Determine CC training needs - Review or develop a budget for expense reimbursement, obtaining certifications and other credentials, and continuing education <p>Toolkit resources: <i>CCC Program Staffing Models</i> <i>CC Sample Job Description</i> <i>Matrix of CC-related Activities and Staff Roles</i></p>
Governance and oversight	<ul style="list-style-type: none"> - Steering committee formation - Program governance structure 				<ul style="list-style-type: none"> - Drive the formation of a steering committee (could be re-purposed or new) - Develop the CCC program governance structure - Engage with primary care physicians <p>Toolkit resources: <i>Steering Committee for CCC</i> <i>Physician Engagement in CCC</i> <i>CCC Fact Sheet for Providers</i> <i>CCC Governance</i> <i>Communication Plan</i> <i>CCC Program Change Management</i></p>
Staff support	<ul style="list-style-type: none"> - Professional - Clerical - IT 				<ul style="list-style-type: none"> - Develop or assign CC support staff - Establish relationships with administrative and IT staff <p>Toolkit resource: <i>Establishing the Care Team: Roles and Communications</i> <i>Communication Plan</i></p>

Hours of operation	<ul style="list-style-type: none"> - Backup for CC after hours or out of office 			<ul style="list-style-type: none"> - Assess needs and adjust hours of operation accordingly <p>Toolkit resource:</p> <ul style="list-style-type: none"> - <i>CC Task Plan and Weekly Schedule</i>
Relationships to other, health care, provider and facility staff	<ul style="list-style-type: none"> - Reporting relationships - Physician champion - Case manager - Social worker - Quality assurance - Risk management - Patient accounting - Others 			<ul style="list-style-type: none"> - Establish reporting relationships - Engage with primary care physicians, introduce CC and role to others - Establish relationships/protocols with other staff, ensuring not only coordination, but that there will be no duplication of effort or gaps. - Map workflows <p>Toolkit resources:</p> <p><i>Establishing the Care Team: Roles and Communications</i></p> <p><i>Provider Resource Directory (and template)</i></p> <p><i>CCC Fact Sheet for Providers</i></p> <p><i>Business Associate & Other Agreements</i></p> <p><i>Referral Tracking and Follow-up</i></p> <p><i>Workflow and Process Analysis for CCC</i></p> <p><i>Communication Plan</i></p> <p><i>CCC Program Change Management</i></p>
Relationships to community resources	<ul style="list-style-type: none"> - Public health services - Social services - Support services / groups - Transportation services - Health education services - Others 			<ul style="list-style-type: none"> - Engage with community resources, introduce CC and role to others - Establish relationships/protocols with community resources, ensuring not only coordination, but that there will be no duplication of effort or gaps. - Map workflows <p>Toolkit resources:</p> <p><i>Community Resource Directory (and template)</i></p> <p><i>Business Associate & Other Agreements</i></p> <p><i>Referral Tracking and Follow-up</i></p> <p><i>Workflow and Process Analysis for CCC</i></p>

Mobile computing device/laptop/smart phone with access to base-facility EHR and HIE	<ul style="list-style-type: none"> - Cost of hardware and software - Phone/text charges - HIE fees - Internet connectivity - Access to EHR 			<ul style="list-style-type: none"> - Determine technology needs to support CC's administrative tasks and communications with provider and community resources <p>Toolkit resource: <i>Technology Tools and Optimization for CCC</i> See also: <i>Stratis Health HIT Toolkits for information on health information exchange (HIE) in Physician Offices and Critical Access Hospitals at:</i> http://www.stratishealth.org/expertise/healthit/index.html</p>
Other HIT	<ul style="list-style-type: none"> - Registries - Knowledge databases - Variance reporting tools - Quality scores tracking tools - C-CDA - Home monitoring - Personal health records - Telehealth 			<ul style="list-style-type: none"> - Determine technology needs to support ongoing CCC program operations <p>Toolkit resources: <i>Technology Tools and Optimization for CCC</i> <i>Assessment of Data Needs for CQMs</i> <i>Quality Scores Monitoring and Reporting</i> <i>Remote Patient Monitoring</i> <i>Patient CC Variance Reporting</i> <i>Personal Health Record</i> See also: <i>Stratis Health HIT Toolkits for information on health information exchange (HIE) in Physician Offices and Critical Access Hospitals at:</i> http://www.stratishealth.org/expertise/healthit/index.html</p>
Transportation	<ul style="list-style-type: none"> - Use of personal car, rental car, organization vehicle 			<ul style="list-style-type: none"> - Assess CC's transportation needs for CCC - See: http://www.irs.gov/2014-Standard-Mileage-Rates-for-Business,-Medical-and-Moving-Announced
Other equipment and supplies	<ul style="list-style-type: none"> - Photocopier - Scanner - Fax 			<ul style="list-style-type: none"> - Review or develop a budget that includes ongoing office expenditures
Policies and Procedures	<ul style="list-style-type: none"> - Authorization for data sharing - Assessment utilization and documentation 			<ul style="list-style-type: none"> - Develop new or update existing policies and procedures to support ongoing CCC program operations

	<ul style="list-style-type: none"> - Clinical guidelines review, approval, adoption, documentation - Patient action plan review, approval, adoption, documentation, sharing with patients - Documentation requirements in EHR, registries, other - Issues management 				<p>Toolkit resources: <i>Authorization Form Template</i> <i>Documentation for Reimbursement</i> <i>Introduction to Clinical Guidelines</i> <i>CCC Patient Plan</i> <i>Patient Action Plan</i> <i>Approaches to Patient Communications</i> <i>Health Risk Assessments (and templates)</i> <i>Issues Log Example and Template</i></p> <p>See also: <i>Stratis Health Toolkits on documentation and issues management at:</i> http://www.stratishealth.org/expertise/healthit/index.html</p>
Educating the community	<ul style="list-style-type: none"> - Educational programming - Marketing - Team building - Program accreditation/ recognition 				<ul style="list-style-type: none"> - Develop materials to educate the community and patients about the CCC program <p>Toolkit resources: <i>Brochures on CCC for Patients</i> <i>Videos on CCC for Patients</i></p>

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