



Coordination of Care



What is coordination of care and who provides it?

Coordination of care requires proactively identifying patient needs, organizing care, and communicating vital information at the right time to the right people.

Coordination can occur among various parties but often includes:

- Primary care provider.
- Specialty providers.
- Behavioral health practitioners.
- Inpatient hospitals.
- Skilled nursing facilities.
- Home care agencies.
- Labs and other diagnostic services.
- Family and caregivers.
- Health plan care managers.
- Other care managers.



Why is coordination of care important?

Appropriate care coordination and the availability of pertinent and up-to-date information leads to many positive benefits, including:

- Safer and more effective care.
- Lower admission and readmission rates.
- Fewer care complications and delays.
- Smoother care transitions.
- Increased efficiency and reduced costs.
- Improved health and satisfaction for the patient.

The provider's role:

Sunflower expects providers to follow these practice guidelines in coordinating care for our members. Our health plan and associated providers are rated and evaluated based on the ability to successfully carry out these practices. Please note that the care coordination measures are specifically evaluated in our annual member experience surveys (CAHPS®).

Coordination of Care

Important provider coordination of care practices

Labs & X-rays*	Tell your patients when to expect lab, X-ray, and other test results and deliver the results on time.
Other providers*	Assist your patients in arranging care with other practitioners and services.
Specialist referrals*	Follow up on referrals and discuss your patients' current specialist care.
Medical records*	Obtain relevant medical records prior to appointments and review with your patients.
Prescriptions*	Regularly discuss and update your patients' current prescription medications.
Preventive care*	Remind your patients about important prevention measures, such as regular flu shots.
Fall prevention	Discuss the risk of falling with your patients and fall prevention.
Post-discharge care	Ensure appropriate follow-up care is in place after your patients' hospitalizations or emergency care.
After-hours care	Ensure that your patients know how to receive care when your office is closed.
Patient feedback	Encourage your patients to ask questions and express their needs and priorities; discuss and monitor your patients' perception of physical and emotional health yearly.
Care management	Collaborate with Sunflower's care management programs for patients with coordination or educational needs.
Community Connections	Refer patients with community assistance or social determinants of health needs to sunflower.findhelp.com . We help connect members to local food, housing, financial, and transportation services.

*CAHPS®-related measure



Additional information on the topic of Care Coordination can be found at ahrq.gov/ncepcr/care/coordination.html.