Care Coordination Spectrum

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1. Provider referral coordination

- Track and support referrals
- Follow up on referrals
- Communicate back to referring provider and patient

2. Return to work coordination

- Act as a liaison, on behalf of the provider, between the injured worker, employer, and L&I staff
- Talk to employer about return to work options

3. Assessment of unmet health care needs

- Identify claims at risk for long-term disability
- Other

4. Transitional care

- Assist worker in finding new AP
- Follow-up with patients within a few days of ER visit or discharge
- Facilitate care transitions
- Follow up with workers after discharge from hospital
- Other

5. Care plan development

- Develop treatment plan with worker and providers
- Develop life care plan for workers with on-going needs
- Other

6. Care plan monitoring and evaluation

- Proactive monitoring of worker progress
- Timely, effective transfer of worker info
- Regular review of workers not improving
- Other

7. Community services

- Non-medical needs
- Childcare
- Housing
- Transportation
- Other

8. Self-care and patient engagement

- Motivational interviewing
- Help navigating L&I and the medical system
- Outreach to worker and family
- Other

9. Medication management

- Review and adjustment
- Opioid use
- Monitoring
- Other

10. Brief interventions by coordinator

- Problem solving
- Sleep hygiene
- Cognitive behavioral therapy
- Psycho-social
- Other