

P&CE Care Coordination Workgroup Reprioritized Areas of Focus 5.10.21

The group will concentrate mostly on #1 and will pend #2 and #3 as we learn more from other entities working on these areas of focus. Starting in June 2021, 20-25 minutes will be devoted during the P&CE subcommittee to have a deeper conversation regarding priority areas of focus, with a concerted emphasis on question #1. Care Coordination Workgroup members will attend the P&CE to join in these discussions and the CC Workgroup will be placed on 'hold' unless/until more focused work is needed regarding priority areas.

1. GOAL: developing a foundation or core set of principles for care coordination that would tie into existing ECC definition, complex/priority populations, and contract regulations that can be used across regions/statewide.
 - a. Identify best practices that glean results (defining results as reduced cost and/or improved outcomes---may not be both).
 - i. Informing caseload size that matches such practices.
 - b. Define terms/identify standard language to describe the roles/responsibilities and services region-to-region. This clarification will provide clarity and level expectations for providers, Members as well as the community.
 - i. Care Management
 - ii. Case Management
 - iii. Navigation
 - iv. Care Coordination.
 - v. Care Coordinator vs. Community Health Worker
2. Improve the timeliness and relevancy (location, availability, feasibility for family) of care coordination provided to children & youth with complex mental health/behavioral health needs prior to & following discharge from the hospital.
 - a. HRCC/HRCC Hospital Discharge Workgroup(s) are working through these questions.
 - i. Workgroup will collaborate with the HRCC group(s) for updates/information.
3. Increase the care coordinator presence and role in problem solving for access to services & supports, with and for members who live in rural communities and struggle to find timely, adequate, reliable, and relevant mental and behavioral health services.
 - a. Has telehealth impacted engagement with these services?