



Provider & Community Issues Subcommittee

RAE 3 & RAE 5 Care Coordination Service Delivery Oversight

September 8, 2022

Care Coordination Workforce Strategy



Care Coordination Workforce Strategy

Standardized New Employee Onboarding

- CC Contract Requirements
- CC Policies & Procedures
- CC Standardized Workflows
- CC Quality Assurance Standards

Individual Team Focused & Program/Population Specific Coaching, Monitoring, & Support

Ongoing Department-Wide CC Training & Refreshers

Annual CC Policy & Procedure Review & Updates

Routine CC Policy & Procedure Employee Acknowledgment

Care Coordination Workforce Strategy

CC Screening & Assessment Tools Drive Identification of Unique Member Needs

Leverage CCCR Data Results to Direct and Pivot CC Programming and Workflows

Electronic Health Record Documentation Requires Member Driven Care Plan Goals & Interventions

Specialty Trained CC Workforce Comprised of Licensed Behavioral Health & Medical Professionals



Care Coordination Continuous Quality Improvement



Quality Assurance & Productivity

**Clinical
Quality
Audits**

**Clinical
Documentation
Audits**

**Workflow
Efficiencies**

**Member
Experience
Surveys**

**Call Quality
Program**

**Employee
Performance
Evaluation**

Quality Assurance & Productivity

MONTHLY DOCUMENTATION QUALITY ASSURANCE AUDITS

Measure individual, team, and department staff CC performance and opportunities for improvement

PRODUCTIVITY DASHBOARD

Capacity to break down and measure individual, team, and department staff CC productivity rates



Extended Care Coordination Performance Pool Metric



Extended Care Coordination Rates

Percentage of RAE 3 & RAE 5 members with complex needs who received extended care coordination within the performance period 1/01/2022 – 3/31/2022.

RAE	%
RAE 3	8.3%
RAE 5	10.6%

*Due to varying definitions of members with complex needs by RAE, it is not advised to make performance comparisons across regions. The data are not comparable.



QUESTIONS?