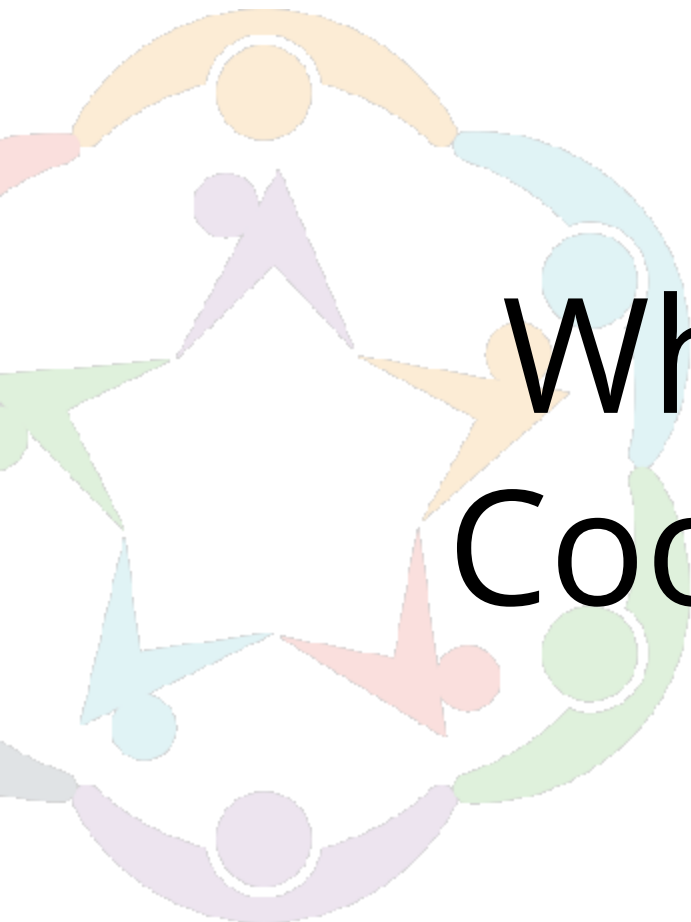




Care Coordination

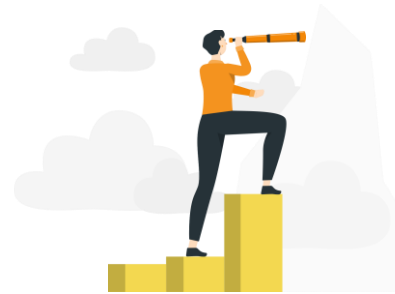
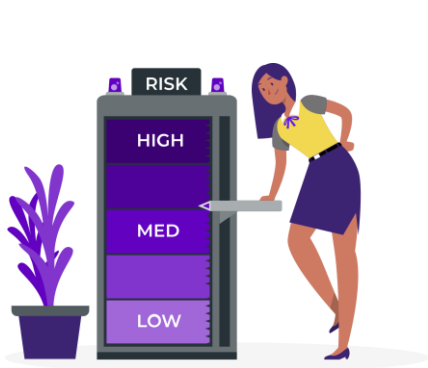
Navigation through Communication

Question to Audience:



What is Care Coordination?

CHANT Definition



**IDENTIFY
& ADDRESS
RISK FACTORS**



ENGAGE



NAVIGATE



IMPACT

Pathways Community HUB



Question to Audience:

What is important
for successful
Care Coordination?



Understanding Their Perspective



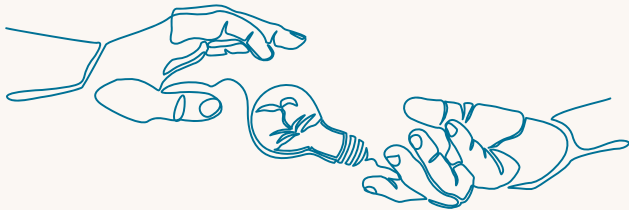
**STEP INTO
THEIR SHOES**



**SEE THE SITUATION
FROM THEIR EYES**



**REFLECT THEIR
CONCERNS
BACK TO THEM**



**WHAT WE THINK THEY NEED
MIGHT NOT BE WHAT THEY WANT**

Care Coordination Success Inventory



IDENTIFY NEEDS

of the individual
and the family



RELATIONSHIP BUILDING

with the individual
and the family



KNOWLEDGE OF RESOURCES

available in the
community to
address identified
needs



HAVE A PLAN

action items, steps,
identification of the
end result desired



EFFECTIVE COMMUNICATION

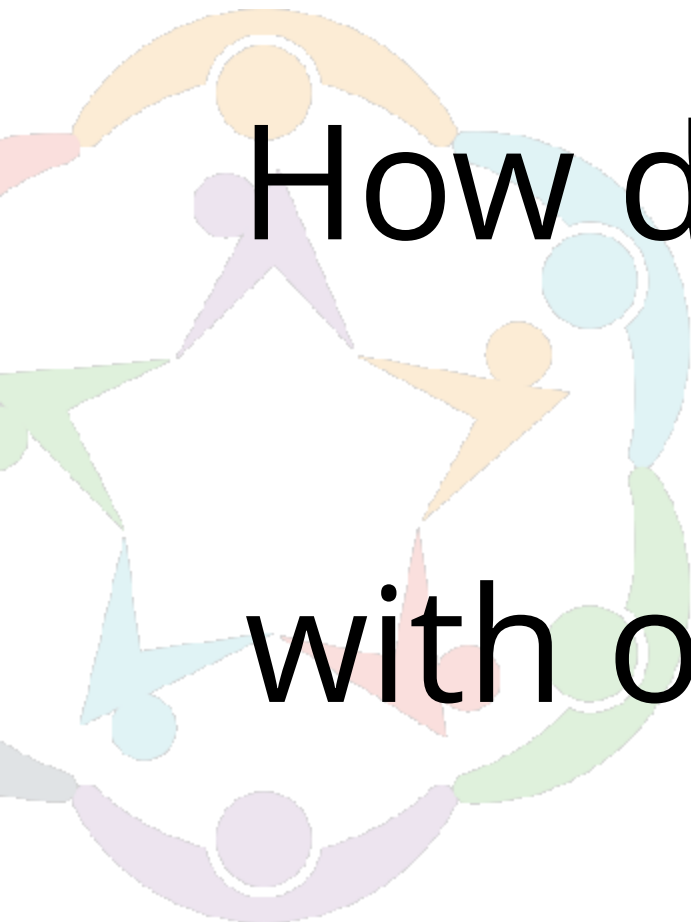
family, providers,
resources, etc.

What does this look like??



TRUST

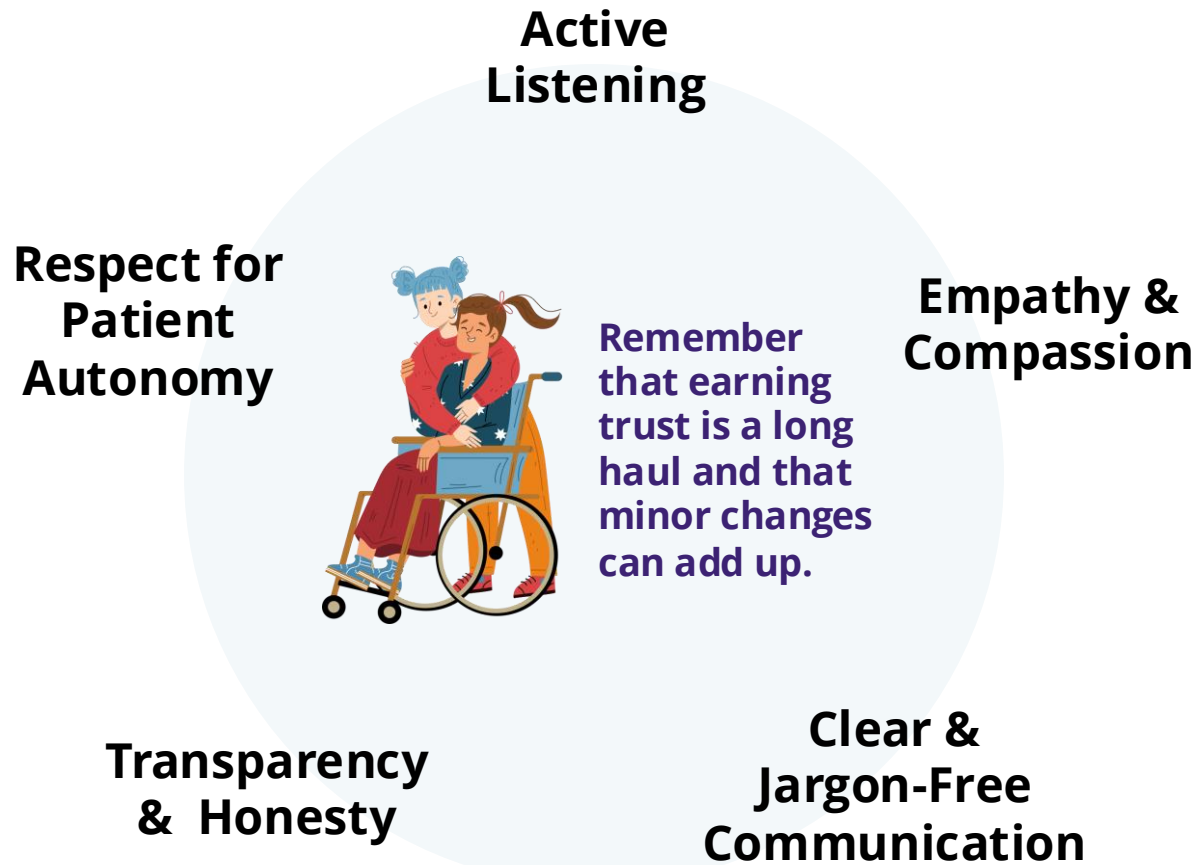
Question to Audience:



How do we develop
TRUST
with our families???

Building Trust

FOSTER TRUST AND STRENGTHEN THE CLIENT-CARE COORDINATOR RELATIONSHIP



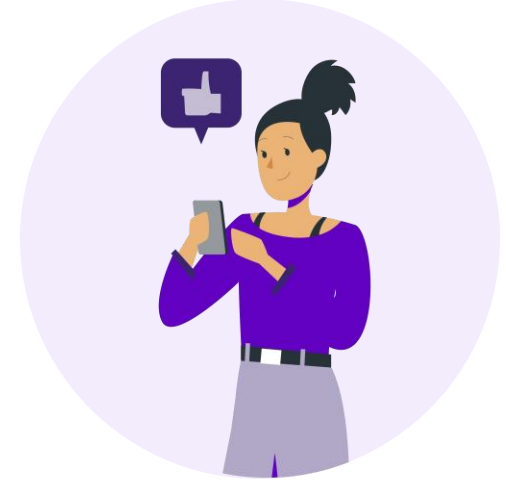
Forms of ENGAGEMENT



PHONE CALLS



**IN-PERSON CASE
MANAGEMENT**



TEXTING



- Specific context
- Client preferences
- Urgency of communication

PHONE CALLS



ADVANTAGES

- Real-time Conversation
- Personal Touch
- Offers Clarity

CHALLENGES

- Coordination of Schedules
- Interruptions & Distractions
- Lengthy Discussions

IN-PERSON CASE MANAGEMENT



ADVANTAGES

- Comprehensive Assessment
- Relationship Building
- Holistic Approach

CHALLENGES

- Time & Travel Logistics
- Resource Intensive
- Not Always Feasible

TEXTING



ADVANTAGES

- Quick and convenient
- Brief, immediate communication
- Non-intrusive; convenient to client

IDEAL FOR:

- Appointment reminders
- Simple updates
- Sharing Resources

CHALLENGES

- Limited Context
- Privacy Concerns
- Readability; 504 Compliance