

One Care (OC) Care Coordinator Model Discussion

One Care Implementation Council

November 10, 2020

Purpose: to better understand how care coordination works from the consumer perspective

Rationale:

- One Care (OC) provides medical, behavioral health, LTSS, SDOH and other services to people with complex care needs
 - Of particular importance - a high percentage of OC members with behavioral health needs
- The success of OC is contingent on member:
 - Understanding the “OC model”
 - Having a trusting relationship with their care coordinator (and other care team members)
 - Holding the lead role in determining contents of care plan and care goals
 - Receiving the services and care team support needed to achieve goals

Care Coordinator Qualifications & Training

- What qualifications and specific trainings do you require for your care coordinators? Give specifics.
 - Who provides trainings?
 - Frequency?
 - Topics?

Example: What kind of training do care coordinators receive to facilitate their capacity to build trust-based relationships with members?

Care Coordinator: Person-centered, goal-oriented care planning

What specific training and guidance is given to care coordinators to ensure they provide person-centered, goal-oriented care plans?

- Work alongside the member/member's family?
- Include a care team of providers chosen by the member/member's family?

Care Coordinator: Integrated Care

- How do care coordinators work to integrate community providers into member care team to ensure alignment between care plan and achievement of member goals?
- How are care coordinators trained to facilitate the development and attainment of care goals?
 - Homeless shelters
 - Department of Mental Health
 - Recovery Communities
 - Independent Living Centers
 - ASAPs
 - Community-based social service agencies
 - External community health workers