

Document Title:	Roles and responsibilities of the care coordinator at Patient Centered Medical Home (PCMH) level 3, 2014 NCQA standards site. Project 2.a.ii
Approving Committee:	Informational only
Approval Date:	NA
Document Objective/Summary:	This document serves to outline general responsibilities of the care coordinator at a PCMH site

The NYP/Q PPS will implement Project 2.a.ii. The PPS recognizes the importance of care coordination for patient-centric care. To ensure that there is consistency across the PPS in the care coordination process, the PPS will adopt jointly agreed upon roles and responsibilities of the care coordinator. The PPS will also engage HANY PCMH Advisory Services to create these tasks. Participating providers in this project will utilize these as guidelines to coordinate patient care.

Roles and Responsibilities
<ul style="list-style-type: none"> • Assists all patients through the healthcare system by acting as a patient advocate and navigator. • Facilitates health and disease patient education. • Supports patient self-management of disease and behavior modification interventions. • Coordinates continuity of patient care with external healthcare organizations and facilities, including the process hospital admission and discharge and referrals from the primary care provider to a specialty care provider. • Coordinates continuity of patient care with patients and families following hospital admission, discharge, and ER visits. • Proactively outreaches to high risk patients and manages their care, including management of patients selected for care management, and the registry. • Assists all support staff in daily patient interactions as needed. • Promotes clear communication amongst a care team and treating clinicians by ensuring awareness regarding patient care plans. • Facilitates patient medication management based upon standing orders and protocols. • Participates in all care team activities, such as huddles, team meetings and quality improvement initiatives. • Participates in quality improvement activities, collecting and analyzing data.