

Certified Community Behavioral Health Clinics (CCBHC) Policy Series

Care Coordination

As outlined in the Certified Community Behavioral Health Clinics program criteria, care coordination is one of the 6 program requirements for Community Behavioral Health Clinic Demonstration Sites.

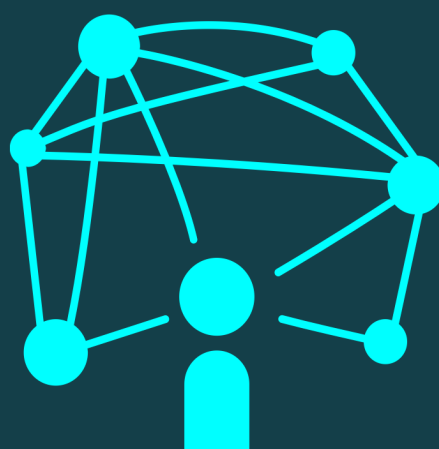
Care coordination is an essential element of efforts to transform healthcare, including efforts to integrate primary and behavioral healthcare.



What is Care Coordination?

Care coordination is a practice where health care providers intentionally collaborate with all of the entities involved in a person's care.

The goal of care coordination is to provide care that best meets individual needs and preferences. It involves an ongoing partnership in a person's care, where the client's preferences are communicated and facilitated through collaboration across settings with various providers.



Why is this important?



Currently, little information is shared with patients, including how to make appointments, why they are being referred, or what to do after a referral. As a result it is often difficult for patients to be involved in their own care.

Operational differences between sites result in a disjointed system of care.

Poor communication between specialists and primary care physicians can result in reduced efficiency and lost information.

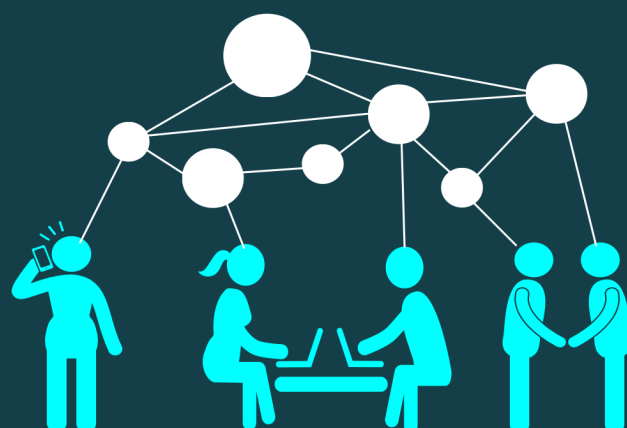
Care Coordination improves clinical outcomes, patient satisfaction, and efficiency of care.

What Activities are Included?

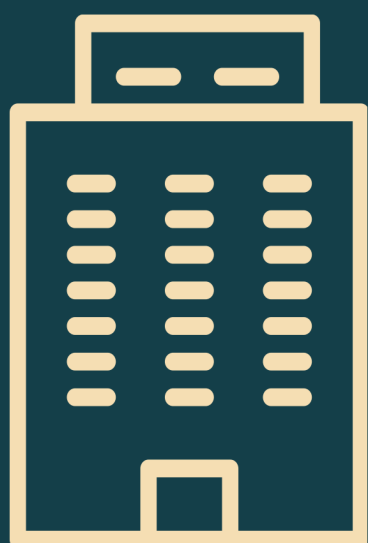
In addition to responding to a client's needs and linking clients to resources, care coordination includes other activities.

Some of these include:

- Creating care plans.
- Managing medications.
- Monitoring and follow-up.
- Sharing knowledge, accountability, and responsibility.
- Supporting a person's self-management.



Who Else is Involved?



To facilitate care across a range of settings and services, care coordination includes partnerships with entities such as:

- Federally-qualified health centers
- Inpatient psychiatric facilities
- Substance-use programs
- Department of Veterans Affairs medical centers
- Inpatient acute care hospitals
- Hospital outpatient clinics
- Other social and human services such as schools, child-welfare agencies, Indian Health Service youth regional treatment centers, and juvenile and criminal justice agencies.

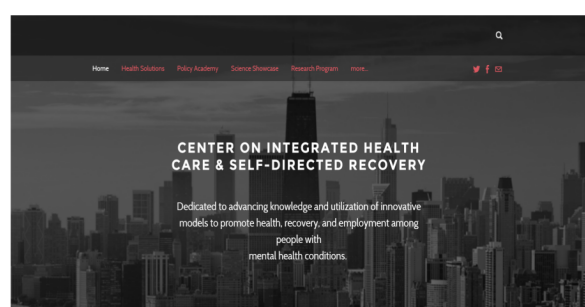
Sources

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