



Is your Patient interested in a Coordinated Care Plan?

As a Health Link network organization, patients may be contacting you to inquire about or initiate a Health Links Coordinated Care Plan.

The goal of the Health Links approach to care is to create seamless care coordination for patients with complex needs, by ensuring each patient has a Coordinated Care Plan (CCP) and ongoing care coordination.

The Health Links approach to care provides many benefits for patients living with complex chronic conditions, including: care being focused on the patient's goals, providers having a consistent understanding of their patients' conditions, easier navigation of health care services, patients feeling more supported in their health care journey, having fewer visits to hospitals, and focusing on improved quality of life.

What is a Coordinated Care Plan?

The Health Links approach to coordinated care planning promotes a shared understanding of what is most important to the patient through the establishment of a Coordinated Care Plan (CCP), inclusive of clear roles and responsibilities for each member of the patient's Care Team.

A Coordinated Care Plan is developed with the patient/caregiver to identify the patient's short and long-term goals. It identifies who is responsible for each part of the patients' Coordinated Care Plan and includes information such as: demographic information, organizations/individuals involved in the patient's care (Care Team), a summary of health issues, plans to achieve goals, known medications, etc. The Coordinated Care Plan is not meant to be an assessment tool, rather the Coordinated Care Plan acts as a vehicle for coordinating care for patients with complex health care needs.

What does the Coordinated Care Plan do?

The patients' journey through the health care system will be improved through more effective communication with their health care providers and more involvement in decision making. The Coordinated Care Plan will:

- Reduce the number of times a patient will have to repeat their health history
- Ensure the Care Team is aware of patient goals and will work together to support those goals
- Keep all organizations/individuals in the Care Team up-to-date on the patients' journey

How does a health care provider support the Health Links initiative?

You play an integral role in planning and organizing your patient's care. As part of a patient's Care Team, you may:

- Identify patients who may benefit from a Coordinated Care Plan
- Initiate a Coordinate Care Plan
- Share information with Care Team members
- Participate in or organize a Coordinated Care Conference
- Work collaboratively to assist the patient in achieving the goals identified in the Coordinated Care Plan

I do not work in patient care, what can I do to help?

As a Health Link network organization, there are staff who are trained to initiate and maintain Coordinated Care Plans within your organization.

Please direct patients who are inquiring about Health Links and coordinated care planning to these individuals in order to begin their journey towards coordinated care.