The Top 10 Opportunities to Improve Approval of Your Care Management Model

Care management redesign can seem like a never-ending process, as demands greatly outweigh available time and resources. In light of this reality, Population Health Advisor asked over 1,000 care management frontline staff and leaders to assess their own progress on 39 improvement drivers in the categories of care coordination, patient engagement, staff support, information technology, and leadership.

To identify the top 10 opportunities, we compared the responses of staff members who are highly satisfied and approve of their organization’s care management model to the responses of the remainder of the staff. For help with evaluating the top 10 opportunities to improve care management at your organization, contact us at pha@advisory.com to learn about our Custom Care Management Survey Assessment.

---

**Improvement Activities**

**CARE COORDINATION**
- Develop a short, electronic document that outlines the differentiated responsibilities of all care management staff
- Communicate different care team roles to frontline staff, primary care providers, and support staff
- Formalize feedback loops between primary care providers and frontline care managers

**PATIENT ENGAGEMENT**
- Map patient risk factors to management processes
- Design protocols to transition activated patients out of care management support

**STAFF SUPPORT**
- Organize an ongoing forum for frontline care teams to identify common challenges, share best practices
- Select measures to monitor system-level changes across different care management groups and display a unified performance dashboard
- Identify a documentation tab within the EMR where cross-continuum teams can share notes on overlapping patient panels
- Use technology to standardize care management workflows, notify care management teams about hospital and ED admissions

**INFORMATION TECHNOLOGY**
- Select a leader to communicate organization-wide care transformation initiatives at team, department, and quality improvement meetings
- Enfranchise frontline staff to provide feedback on concerns and successes of organizational changes

**LEADERSHIP**
- Select a leader to communicate organization-wide care transformation initiatives at team, department, and quality improvement meetings
- Enfranchise frontline staff to provide feedback on concerns and successes of organizational changes