

Lehigh Valley Health Network: Community Care Team Compact

Care Coordination and Care Collaboration Between Primary Care Practice (PCP) and Lehigh Valley Health Network (LVHN) Community Care Team (CCT) Guidelines for Participation

This understanding is designed to coordinate team roles between the PCP and the LVHN CCT to ensure high quality, efficient, collaborative care for identified patients.

The Community Care Team (CCT) agrees to the following:

- Perform discharge follow-up calls to patients identified as high risk within 24-48 hours of hospital and or SNF stay.
- Document patient encounters in electronic medical record or paper record.
- Assess patient needs and barriers to optimize self-management.
- Provide two tiers of support: initial contact and ongoing planning.
- Complete an assessment of social, behavioral health, care coordination and education needs.
- Provide clinical education (disease process, medications, treatment, etc.).
- Coordinate care across the care continuum.
- Meet monthly with practice providers.
- Act as a resource for the development of the practice care manager/care coordinator.

The Primary Care Practice (PCP) agrees to the following:

Provider

- Review the high risk registry prior to implementation of the CCT.
- Refer the following patients to the CCT:
 - Identified on the high risk registry.
 - Have an identified need.
 - Identified as ready to change.
- Provide pertinent information about the patient's condition and need for referral.
- Appoint a provider to serve as a point person for the CCT.
- Meet monthly with CCT members.

Practice

- Provide space for CCT member(s).
- Appoint a practice care manager/coordinator/practice designee to serve as a point of contact.
- Authorize CCT to have access to registries and the medical health record.
- Participate in evaluation of CCT model; support administration of patient satisfaction questionnaire and practice staff survey.
- Review and support NCQA elements and standards.
- Participate in Matrix Learning Modules.

Non-LVPG Practices engaged in Community Care Team will:

- Provide access to their practice wireless network.
- Maintain all practice equipment and infrastructure.
- Notify CCT Team of any changes in log-in procedures.
- Provide interface with practice I/S liaison and LVH I/S if needed.