

DATE: December 1, 2020
TO: All Well Sense Health Plan Providers
FROM: Well Sense Health Plan
SUBJECT: **Effective Care Coordination Survey**

Effective Care Coordination Survey

Well-designed, targeted care coordination has been shown to improve outcomes and lower costs for both patients and providers. The Agency for Healthcare Research and Quality (AHRQ) defines care coordination as “deliberately organizing patient care activities and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care.”

Effective care coordination includes:

- PCP referrals to specialists that are complete and accurate
- Complete, accurate and timely communication of patients' visit and follow-up dates, testing/screening results, treatment plans and prescribed medications between specialist and PCP
- Frequent communication between providers to make accurate diagnoses, ensure that treatments are appropriately provided, and to ensure that patients understand their health status and needs
- An overall team-oriented and patient-centered approach to each patient's care

Well Sense Health Plan encourages active, timely care coordination between specialists, primary care providers and other care team participants to prevent medical errors, delays in follow-up, and decreased patient satisfaction.

Please click the link below to complete a quick survey on the value of this information to your practice:

[Take the survey.](#)