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# Learning Objectives

MedBridge  
*Coordination of Care and Services in Home Health*  
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## Course Objectives:

Upon completion of this course, learners will be able to:

- Define coordination of care and services
- Implement strategies for your organization to improve coordination of care and services
- Identify interactions, activities, and processes that are a part of coordination of care and services
- Apply information and examples to improve practice and processes
- Describe effective documentation practices to meet regulatory requirements and improve coordination of care and services

## Chapter 1: Coordination of Care and Services Defined

The foundational knowledge of coordination of care and services is paramount to achieving positive patient outcomes. The Centers for Medicare and Medicaid Services (CMS) has established this as one of the riskiest areas for patients and have made it a Condition of Participation. In order to participate and receive payment under the Medicare and Medicaid programs, this condition must be met.

## Chapter 2: Strategies for Your Organization to Improve Coordination of Care and Services

This chapter highlights key strategies that have the potential to improve the effectiveness, safety, and efficiency of home health systems. Care coordination that is well thought out and outcome-oriented can improve results for patients, providers, and payers alike. The Care Coordination Measurement Framework from the Agency for Healthcare Research and Quality will be introduced.

## Chapter 3: Identify Interactions, Activities, and Processes That Are a Part of Coordination of Care and Services

This chapter discusses best practice methods that are utilized throughout the United States, CMS requirements, and recommendations from the Agency of Healthcare Research will be used to identify interactions, activities, and processes to include in effective coordination of care and services. These are specific actions taken in the delivery of care, such as communication and assessing needs and goals.

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## **Chapter 4: Apply Information and Examples to Improve Practice and Processes**

Applying information and mechanisms for establishing quality care coordination to achieve interdisciplinary goals is a win for all involved. The patient, the agency, and the clinical staff reduce risk and negative outcomes with united measurable goals. This chapter explores how to establish and achieve interdisciplinary, outcome-oriented goals to improve patient outcomes.

## **Chapter 5: Describe Effective Documentation Practices to Meet Regulatory Requirements and Improve Coordination of Care and Services**

What must be documented to demonstrate effective coordination of care and services and meet regulatory requirements will be discussed. The timing of documentation and what is documented are both important to demonstrate regulatory compliance, receive payment for services, and show effective care of the patient. This chapter seeks to educate to achieve success in documentation.