

POPULATION HEALTH MANAGEMENT

Care Coordination/Care Transitions/Care/Case Management Policies and Procedures

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The following is a list of common policies and procedures utilized in the delivery of Population Health Management services that include but may not be limited to care coordination, care transitions, chronic care management, and complex case management. These are to be used only as a guide in identifying needed documents for your PHM program components.

- Administrative Structure – Accountability and Responsibilities
- Program Mission, Vision and Goals
- Population Health Management Program Description
- Referral, Eligibility and Enrollment (Care Transitions and Care Management)
- Care Team Roles and Responsibilities
- Care Team Orientation and Training
- Care Team Communication
- Care Conferences (Patient/Family/Caregiver)
- Use of Evidence-Based Guidelines and Guideline Review
- Specialist Referral Tracking and Follow-Up
- Emergency Department and Hospitalization Tracking and Follow-Up
- Diagnostic Testing Tracking and Follow-Up (Lab and Image)
- Patient Rights and Responsibilities
- Notice of Privacy Practices (*usually organizational policies and procedures can be adopted for use in PHP programs when program is part of a larger entity*)
- Release of Information (*usually organizational policies and procedures can be adopted for use in PHP programs when program is part of a larger entity*)
- HIPAA Policies and Procedures (*usually organizational policies and procedures can be adopted for use in PHP programs when program is part of a larger entity*)
- Privacy and Confidentiality of Patient Records (*usually organizational policies and procedures can be adopted for use in PHP programs when program is part of a larger entity*)
- Identifying Patients for Care Management (risk criteria/stratification)
- Patient and Staff Safety and Security
- Care Planning and Ongoing Management Process (Self-management, etc)
- Discharge Planning and Discharge Criteria
- Assessing Patient Satisfaction with PHP program
- Patient Complain Management (*usually organizational policies and procedures can be adopted for use in PHP programs when program is part of a larger entity*)
- Cultural and Language Competency (*usually organizational policies and procedures can be adopted for use in PHP programs when program is part of a larger entity*)
- Performance Measurement and Annual Evaluation
- Home Visit Guidelines
- Documentation Consistency and Timeliness Standards
- Patient Education Process and Use of Community Resources
- Case Loads and Care Manager Assignments
- Verification of Licensure for Licensed Staff(*usually organizational policies and procedures can be adopted for use in PHP programs when program is part of a larger entity*)
- Out of Office Coverage
- Care Manager Competency Assessment