Barriers and Facilitators to Successful Care Coordination

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Care Coordination

- “Function that helps ensure that patients needs and preferences for health services and information sharing across people, functions and sites are met over time.” (National Quality Forum)
- “Involves obtaining the care patients need while controlling costs by minimizing unnecessary as well as duplicative services.”
- Coordinating care across care settings and providers.
Barriers

- Patients with multiple complex physical and social problems
  - Social factors like low income, poor housing, and a limited family/support system complicate care.
  - Mental health issues also complicate care
- Language and Cultural attributes
  - Patients with limited ability to understand English
  - Cultural beliefs and characteristics may influence how comfortable patients are with sharing information and receiving certain treatments
Facilitators

- Identify patient needs early in disease trajectory
- Holistic Care
  - consider whole patient in context of physical and social environment.
- Relationship-based care
  - Regular phone calls and ongoing monitoring
  - Develop and maintain a trusting relationship
- Utilizing community resources
  - Financial and community services to help meet patient needs.
    - Ex. finding financial assistance to pay for prescriptions
  - This can also be a barrier as it is time consuming and complicated for care coordinators.
University of Kentucky Collaborative Research Center
• 306,000 sqft facility to house research focused on resolving cardiovascular disease, cancer, diabetes and obesity by encouraging collaboration between disciplines.
• Open concept work environment by limiting secluded labs
• Large amounts of glazing provide views to nature and activity outside and provide natural light
• Providing visual access and bridges to encourage interaction between departments and aid with wayfinding
- Open lobbies with visual access to stairs, cafes and multiple other areas encourages activity.
- RB2 connects into existing research and pharmacy buildings at various levels to further promote collaboration. This will be the case for the future RB3 and RB4 developments connecting the entire research campus.