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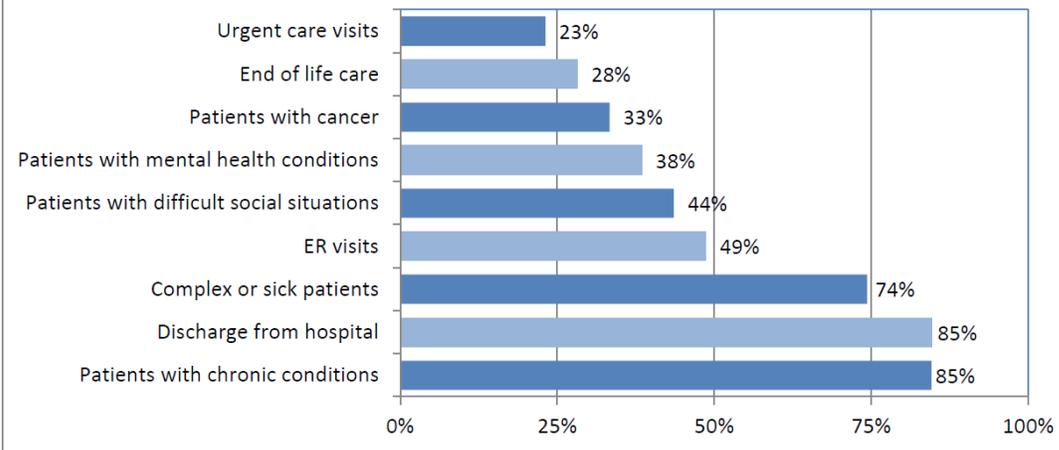


## **Care coordination common among ACORN clinicians, team buy-in and communication keys to success**

Results from the latest ACORN Clinician Perspective are provided below. There were a total of 39 respondents. Most of the respondents' practices, 87%, are currently performing care coordination. Of this group:

- A total of 56% do so for all of their patients while 44% coordinate for certain insurances only.
- Additional staff was hired in 75% of practices to handle demand.
- Those who reported the actual number of staff indicated hiring 3 FTEs or less to manage care coordination.

## Clinical Situations to Provide Care Coordination (N=39)

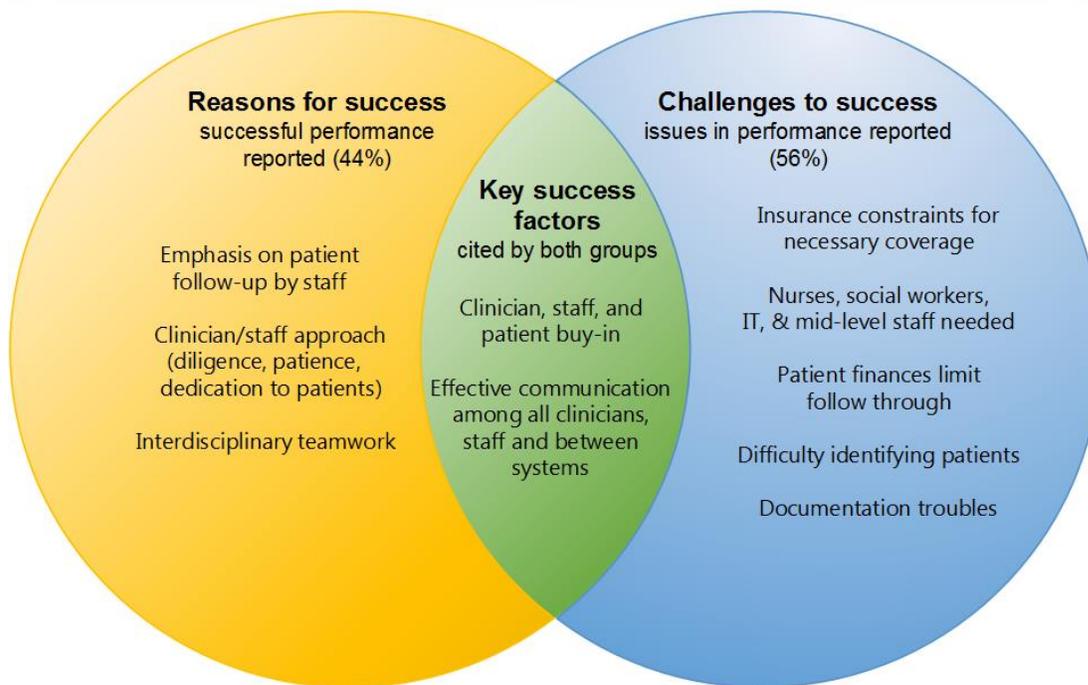


Respondents were asked to indicate clinical situations for which they currently do or would provide care coordination. Below is a summary of the information provided:

- The majority of the group (65% overall) indicated four or more clinical situations for which they would employ care coordination.
- Efforts are still in development to perfect care coordination as a whole. Those that are currently not performing care coordination are planning to do so within the next 3 years.

- A substantial number of respondents, 44%, reported they were doing well with care coordination while 56% felt they would like to see improvement.
- Reasons for high and low performance are common between both groups, mentioning buy-in and communication as necessary ingredients for successful care coordination.
- Those who felt successful with care coordination mentioned a caring, positive and persistent staff/clinician attitude, teamwork, and consistency in staff follow-up as being key factors to successful implementation.

## Reasons for and Challenges to Care Coordination Success



We need your help in completing future ACORN Clinician Question inquiries. We also welcome and encourage input regarding future topics for this activity. If you would like to provide suggestions or comments, go to the following link:

<https://redcap.vcu.edu/rc/surveys/?s=Gv9cXAh46K>

Thank you for your participation!