How Can a RN Care Coordinator Help My Practice?

What is a Registered Nurse Care Coordinator?

A care coordinator is a clinically experienced RN who has received special training in care coordination activities related to population management, patient stratification, goal setting and health care system navigation.

They help improve patient care by increasing engagement between the primary care team and the patient while helping to empower patients and their families with the information they need to better manage their health.

Provide coordination of care to improve health outcomes.

Assist the provider to deliver care that achieves performance and accountability goals.

Minimize duplication of services and improve efficiency of care.

Identify and eliminate gaps in chronic condition management.

Reduce ambulatory care sensitive admissions, readmissions and ER utilization.

Who should I refer to a care coordinator?

Patients with complex social needs
Patients with poorly controlled chronic conditions
Multiple inpatient admissions
Multiple emergency room and urgent care center encounters
Two or more chronic conditions
Multiple specialists as part of their care team
Socio-economic barriers
Gaps in care (i.e.: HgbA1C, spirometry with COPD, mammography, colonoscopy, …)
Complex or life-limiting illnesses (i.e.: malignancies, stage IV CHF, ALS, …)
Patients in need of organ transplantation
Women with high-risk pregnancy

Care Coordinators provide services based on the needs of the practice and their patients

They are a single point of contact available to work directly in a practice.

They are a single point of contact utilized by multiple offices and interacts telephonically.