

Episodic Care Management Learning and Action Summary

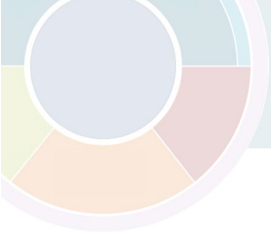
This learning and action summary pulls together resources¹, videos², and guidance shared during various learning events and organizes content, so that you can easily reference materials as you implement episodic care management in your practice. This guide provides content and resources that complement suggested implementation approaches provided in the [CPC+ Implementation Guide](#).

Understand the Role of Episodic Care Management in CPC+

Action	Resource
Understand episodic care management in CPC+.	<ul style="list-style-type: none">• Review episodic care management in the Key Concepts section of the CPC+ Implementation Guide.• Review Function 2: Care Management in the Care Delivery Resource.• Watch the CPC+ Orientation Care Delivery Requirements video, which depicts the changes in care delivery requirements from 2018 to 2019, most of which remain current today. This video can provide practice staff, especially new hires, a basic orientation to the CPC+ Care Delivery Requirements. ⓘ• Watch the CPC+ Pillars of Success: Episodic Care Management video. ⓘ• Listen to the CPC+ Tactics to Go Ep. 1 - Care Managers in the Practice: The Indispensable Element podcast. ⓘ• Watch the episodic care management portion of the Care Management webinar:<ul style="list-style-type: none">○ Care Management: Episodic and Longitudinal Care Management ⓘ○ Goals of Episodic Care Management ⓘ

¹ Some of the resources listed in this summary report, including tools shared by other practices, reside on [CPC+ Connect](#). To directly access these links, log in to your CPC+ Connect account first. If you are not logged in to your CPC+ Connect account and select one of these links, you will be directed to the website login page. Log in to the website, then return to this document and select the link again to open a new window.

² ⓘ This icon denotes a live video clip and provides alternative text describing video clip contents. Hover over this icon with your cursor to view video descriptions.

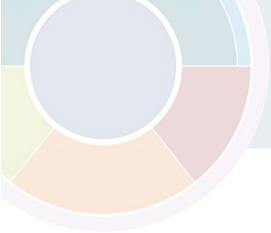


Develop Your Episodic Care Management Approach

Action	Resource
<p>Develop your workflow and approach around episodic care management interventions and services.</p> <ul style="list-style-type: none"> • What is your workflow around episodic care management? • Which patients do you target? • What services do you provide? • What are the roles of members in your care team? 	<ul style="list-style-type: none"> • Identify patients who would most benefit from these services by reviewing Identifying Patients for Episodic Care Management. • Assign care team responsibilities using guidance provided in Align Roles to the Staff in Your Care Team. • Train and improve your care team using some of the pointers discussed in Designing a Patient-Centered Care Team. • Review tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> ○ PDSA hospitalization - Warm Springs Health & Wellness ○ Care Manager and Care Coordination Referral Form ○ Care Coordinator Job Description ○ Clinical Care Coordinator Job Description ○ Best Site of Care Guide
<p>Identify event triggers, target hospitals, and utilization information.</p>	<ul style="list-style-type: none"> • The Episodic Care Management Process: A Health System Example • Track Admissions, Discharges, and Transfers Using an ADT Transfer Report: A Rural Example • Transitional Care Management Approach • Review tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> ○ Call Us First Flyer ○ Call Your Doctor First Flyer

Establish Collaborative Relationships to Improve Flow of Information Between Settings

Action	Resource
<p>Examine event triggers and build collaborative relationships with hospitals.</p>	<ul style="list-style-type: none"> • Build collaborative relationships: <ul style="list-style-type: none"> ○ Build Collaborative Relationships with Target Hospitals to Ensure Timely Information and Follow-Up ○ Collaborate with Hospitals using Care Coordination Agreements • Explore tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> ○ Collaborative Service Agreement Template



Advance Your Episodic Care Management Approach and Strategies

Action	Resource
<p>Discuss practice strategies for enhancing episodic care management services.</p> <ul style="list-style-type: none"> Identify, prevent, and manage high-risk conditions. Identify common triggers for emergency department (ED) and hospital visits. Create protocols to reduce unnecessary ED, hospital, and specialty utilization. Assess workflow considerations for implementing new care management services. Maximize electronic health record (EHR) capabilities. 	<ul style="list-style-type: none"> Engage and monitor patients for episodic care management: <ul style="list-style-type: none"> Identify Opportunities for Patient Engagement Methods to Enhance Patient Engagement and Identify Patients Who Need Support Care management services and strategies: <ul style="list-style-type: none"> Empower Care Managers and Care Coordinators Medication Reconciliation Strategies Tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> Diabetes, Atrial Fibrillation, COPD, Heart Failure, and Chronic Kidney Disease Action Plans

Monitor Progress

Action	Resource
<p>Monitor performance over time.</p> <p><i>Measures to consider:</i></p> <ul style="list-style-type: none"> Number or percentage of patients discharged Number or percentage of patients contacted after an ED visit Number or percentage of patients receiving episodic care management Percentage of readmissions Percentage of timely notifications from hospital of patient discharge 	<ul style="list-style-type: none"> Use Data to Drive Process Improvement Monitor and Run Reports on Patient Follow-Up Track Readmission Rates Track and Improve Transitional Care Management Follow-Up Rates

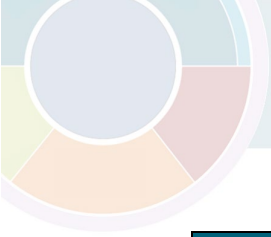
Network with Practices Like Yours

Action	Resource
<p>Collaborate with other practices implementing episodic care management.</p> <ul style="list-style-type: none"> Join discussions in affinity groups with practices around the country that share your same health IT vendor to find information on how to optimize application of your EHR. 	<ul style="list-style-type: none"> Join in on the conversation and share best practices and resources on CPC+ Connect: <ul style="list-style-type: none"> CPC+ Connect Explore the frequently asked questions (FAQs), called “Articles,” available on CPC+ Connect. <ul style="list-style-type: none"> Search for FAQs using the CPC+ Connect universal search bar or scan the Articles tabs in the Topics pages.

Resource Quick Access List

This section of the resource and action guide provides a summary list of resources and links.

Resource Category	Resource Type	Link
<p>National Webinars</p> <p>CPC+ national webinars are one-hour learning events that deliver content on specific CPC+ change concepts. Links to national webinars that relate to episodic care management are listed on the right.</p>	<p>2017 Care Management Webinar</p>	<p>Care Management Webinar ⓘ</p>
<p>Learning Products</p> <p>CPC+ learning products include on-demand videos and podcasts. Links to learning products that relate to episodic care management are listed on the right.</p>	<p>Learning Products</p>	<p>CPC+ Orientation Care Delivery Requirements Video ⓘ</p> <p>CPC+ Pillars of Success: Episodic Care Management Video ⓘ</p> <p>CPC+ Tactics to Go Ep. 1 - Care Managers in the Practice: The Indispensable Element Podcast ⓘ</p>
<p>Practices in Action (PIA) Webinars</p> <p>PIA webinars are weekly 30-minute learning events that deliver content on specific CPC+ topics and on small tests of change. Links to each PIA webinar on episodic care management are listed on the right.</p>	<p>PIA #9</p>	<p>PIA: Timely Exchange of Hospital and Emergency Department Data ⓘ</p>
<p>Action Group (AG) Webinars</p> <p>Action Groups provide a deeper dive into specific CPC+ change concepts and change tactics. Action Groups are three sessions long, span a period of six weeks, and provide an environment for practices to learn, collaborate, and implement small tests of change over time. Links to each session on episodic care management are listed on the right.</p>	<p>Action Group 5 (AG005) Episodic Care Management</p>	<p>AG005 Session 1 ⓘ</p> <p>AG005 Session 2 ⓘ</p> <p>AG005 Session 3 ⓘ</p>
	<p>Action Group 6 (AG006) Episodic Care Management</p>	<p>AG006 Session 1 ⓘ</p> <p>AG006 Session 2 ⓘ</p> <p>AG006 Session 3 ⓘ</p>
	<p>Action Group 7 (AG007) Advancing Episodic Care Management</p>	<p>AG007 Session 1 ⓘ</p> <p>AG007 Session 2 ⓘ</p> <p>AG007 Session 3 ⓘ</p>
	<p>Action Group 8 (AG008) Advancing Episodic Care Management</p>	<p>AG008 Session 1 ⓘ</p> <p>AG008 Session 2 ⓘ</p> <p>AG008 Session 3 ⓘ</p>
<p>Practice Spotlights</p> <p>Practice spotlights highlight the work of CPC+ practices that are doing successful work in a specific change concept. The following spotlights are for episodic care management.</p>	<p>CPC+ Spotlights</p>	<p>CPC+ Spotlight 2: Episodic Care Management Focused on High-Risk Patients</p> <p>CPC+ Spotlight 3: Timely Communication and Home Visits after Hospitalizations Improves Readmission Rates</p>



Resource Category	Resource Type	Link
<p><i>Resources Shared by CPC+ Practices</i> The following templates, guides, and resources on episodic care management were developed by practices and shared on CPC+ Connect.</p>	Episodic Care Management Strategies and Tools:	PDSA hospitalization - Warm Springs Health & Wellness Care Manager and Care Coordination Referral Form Call Us First Flyer Call Your Doctor First Flyer Diabetes, Atrial Fibrillation, COPD, Heart Failure, and Chronic Kidney Disease Action Plans
	Communication and Flow of Information:	Collaborative Service Agreement Template