Section 0.3 Overview

CCC Program Workflow Diagram

This diagram outlines the general workflow that a community would likely follow to develop a Community-Based Care Coordination (CCC) program. Related processes are grouped into logical and sequential broad phases: OVERVIEW; ASSESS; PLAN; DESIGN; IMPLEMENT; MAINTAIN; and OPTIMIZE. Most processes are supported by one or more tools in the CCC Toolkit.
From ASSESS phase

- Establish governance structure
- Establish CCC business model
- Determine CCC activities, roles & staffing model

- Set CCC program goals

- Hire / appoint program manager
- Set up program management tools
- Develop CCC program project plan
- Develop communication plan
- Develop change management plan

Ready to design program?

Y: Move to DESIGN phase

N: END or continue planning
From PLAN phase

- Hire / appoint care coordinator
- Complete CCC resource checklist
- Get providers and community resources on board

From PLAN phase:

- Conduct population risk stratification for CCC
- Assess CQMs and data requirements

From PLAN phase:

- Establish care team model
- Conduct workflow & process analysis

From PLAN phase:

- Determine information and technology needs
- Create information management plan

- Move to IMPLEMENT phase

Review new approaches to patient communications

Review introduction to clinical guidelines

Ready to implement CCC program?

- END or continue design

- Move to IMPLEMENT phase

Section 0.3 Overview—CCC Program Workflow Diagram - 3
From DESIGN phase

- Launch CCC program with providers & community
- Build provider directory and agreements
- Build community resource directory and agreements

Implement foundational CCC tools and processes
- Identify patient cohort
- Adopt patient authorization form
- Implement patient empanelment
- Develop patient recruitment plan
- Develop referral tracking/follow-up mechanism
- Develop variance reporting tools
- Create materials about CCC for patients
- Document requirements for reimbursement
- Conduct outreach to pharmacists
- Create CCC Patient Plan template
- Create Patient Action Plan template

IMPLEMENT

- Create CC task plan and weekly schedule
- Recruit patients
- Develop supportive communication skills
- Develop support skills for patient self-management
- Conduct CCC visits with patients
- Implement Pt discharge CC checklist
- Implement HRAs
- Implement health/wellness preventive services

Conduct workflow & process redesign
- Implement workflow & process changes

Move to MAINTAIN phase

Section 0.3 Overview–CCC Program Workflow Diagram - 4
Section 0.3 Overview—CCC Program Workflow Diagram