



HONNÊTE

REIMAGINE POSSIBLE



Patient Centeredness in the Age of COVID-19:

A Comprehensive Webinar Series for Sustaining Medical Home Operations

Webinar 3/5: Care Management





Today's Presenter:

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Patient Centeredness in the Age of COVID-19

A Comprehensive Webinar Series for Sustaining Medical Home Operations



- Reprioritize your high-risk patients
- Strengthen your medical neighborhood
- Emphasize Self-Management

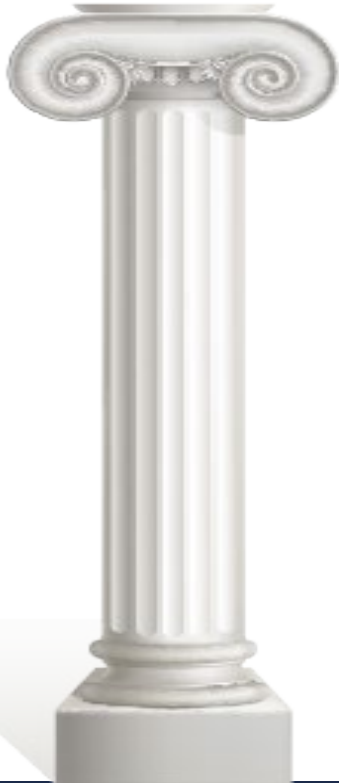
Care Management



Patient Centeredness in the Age of COVID-19: Care Management: Reprioritize Risk



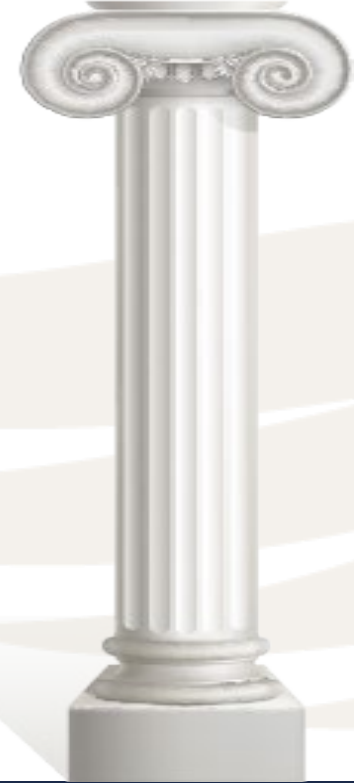
The New High-Risk Patient



Behavioral Health During COVID



Evaluate Appointment Types



Risk Assessment






Patient Centeredness in the Age of COVID-19: Care Management: Reprioritize Risk



Front line staff will need criteria to manage appointment types and maximize patient engagement

Care Management

- Reprioritize your high-risk patients 
- Strengthen your medical neighborhood
- Emphasize Self-Management

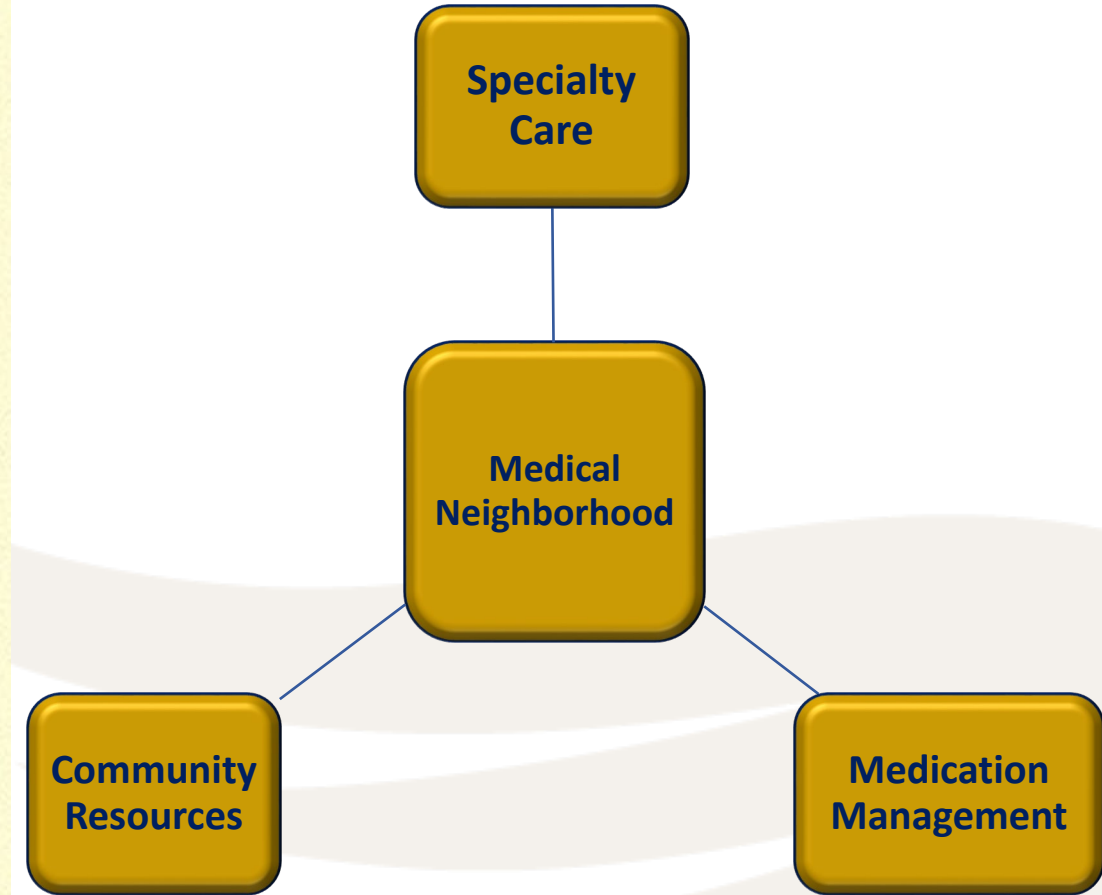


Patient Centeredness in the Age of COVID-19: Care Management: Medical Neighborhood

CASE MANAGEMENT • CHRONIC CARE • COMPARATIVE EFFECTIVENESS • DISEASE MANAGEMENT



PATIENT ADVOCACY • PAYMENT REFORM • DENTAL CARE • PREVENTIVE CARE • WHOLE PERSON



Revise SCP care agreements

Streamline SCP referrals

Combine PCP/SCP visits

Specialty Care



Patient Centeredness in the Age of COVID-19: Care Management: Medical Neighborhood



**Medication
Management**

**Health Center
Pharmacists**



**Community
Pharmacists**

**Payor
Prescription
Claims Reports**



Patient Centeredness in the Age of COVID-19: Care Management: Medical Neighborhood



- Reprioritize your high-risk patients 
- Strengthen your medical neighborhood 
- Emphasize Self-Management

Care Management





**Provide
Educational
Resources**



**Establish
Rapport**



**Communicate
Practice Support &
Resources**



COVID FAQs



- COVID Symptoms
- COVID Testing Sites
- COVID Treatment

Medication Adherence



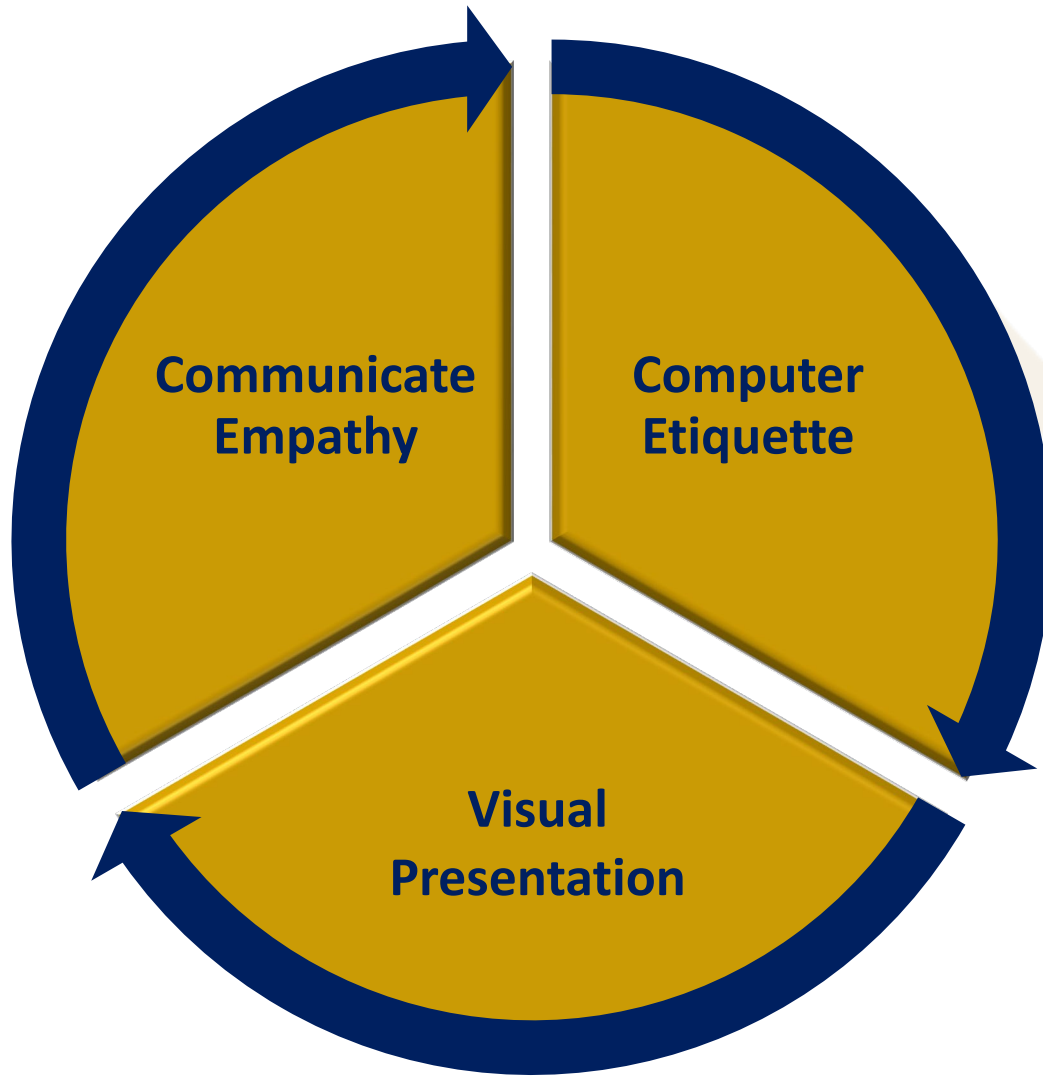
- Confirm Daily Medication schedule
- Filling prescriptions?
- Mail Order or Delivery Options

Use Technology to Manage Your Condition



- BP Cuffs
- Glucometer
- Smart Scales

Patient Centeredness in the Age of COVID-19: Care Management: Self Management



Patient Centeredness in the Age of COVID-19: Care Management: Self Management





Thank You



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