

## COORDINATED SERVICE DELIVERY FAQs

### **What are best practices for coordinated service delivery?**

Your agency should examine its current practice for how it coordinates visits for care with the patient. Consider what methods are used to effectively help the clinicians determine nursing and therapy frequency. A good plan of action is to establish a process through which each clinician examines the patient, determines the current status and compares it to the prior level of function, and takes the homebound characteristics into consideration.

### **What are some other things the clinician should look out for to ensure proper coordinated service delivery?**

Patient motivation and stimulability for progress as well as the goals the patient wants to achieve. The clinician takes all these things into account and recommends the visit frequency for their discipline.

### **What is taken into consideration in regard to a patient's discipline?**

It is important to examine how each discipline interacts with other disciplines involved in a patient's care plan. Determine when this communication takes place and how often thereafter. When each discipline knows each care team member's goals and areas of focus for a patient, every other discipline can help reinforce those areas in their own visits. This helps to increase the carryover and reinforce the expectation that the important aspects of condition management will endure over time.

### **How is a care team involved with a patient's discipline and delivery?**

Each discipline needs to discuss their estimated visit frequency with the care team and how that plays out over each 30-day payment period and the full 60-day certification period. Once the care team knows and understands the patient's needed areas of treatment, risk factors and determined priorities, the care team can establish an appropriate visit regimen and overall coordinated service delivery approach.

### **What are some ways to reduce a patient's risk for hospitalization?**

Ensure there is an attempt to maximize the number of days the patient is seen by a clinician. This can be accomplished through deliberate and coordinated scheduling of discipline visits to achieve this goal. Putting a process in place that can allow the care team time and space to have these care delivery discussions will put the agency ahead of the rest.

**Questions about this information? Contact [AskAtHome@AegisTherapies.com](mailto:AskAtHome@AegisTherapies.com) or visit our Resource Center for more information at [AegisTherapies.com/Resources](https://www.AegisTherapies.com/Resources).**