

# Care Transitions Intervention Coaching Activities and Processes

Pillar	Medication Self-management	Red Flags	Follow-up	Dynamic Patient-centered Record
<b>Goal Content Process</b>	<p>Patient is knowledgeable about medications and has management system</p> <p>Coach empowers patient to take charge of medications and complete medication reconciliation</p>	<p>Patient is knowledgeable about indications that condition is worsening and how to respond</p> <p>Coach helps patient identify an action plan based on red flags of condition and reason for hospitalization</p>	<p>Patient schedules and completes follow-up visit with Primary Care Provider and Specialist</p> <p>Coach helps patient feel comfortable and able to communicate effectively with providers, through role play and practice</p>	<p>Patient understands and manages a Personal Health Record (PHR)</p> <p>Coach facilitates patient use and ownership of PHR</p>
<b>Hospital Visit</b>	<p>Patient understands the importance of knowing medications</p>	<p>Discuss symptoms and possible drug reactions</p>	<p>Recommend Primary Care Provider follow-up visit</p>	<p>Explain PHR</p>
<b>Home Visit</b>	<p>Coach facilitates patient reconciliation of pre- and post-hospitalization meds</p> <p>Coach helps patient identify discrepancies and questions about medications. Patient records in PHR for clarification by doctor. Coach helps patient practice how to ask questions.</p> <p>Coach helps patient refine or develop med mgmt system</p>	<p>Coach assesses condition(s)</p> <p>Coach asks patient about symptoms that indicate worsening condition or side effects of medications.</p> <p>Patient identifies 3-5 main red flags to monitor</p>	<p>Coach emphasizes importance of the follow-up visit</p> <p>Coach helps patient develop questions, practice asking questions, and role-playing for visit with Primary Care Provider</p>	<p>Patient reviews and updates PHR</p> <p>Patient and coach review discharge summary</p> <p>Coach encourages patient to share the PHR with primary care doctor and specialist</p>
<b>Follow-Up Calls</b>	<p>Discuss any remaining medication questions</p>	<p>Ask the patient to identify when/if Primary Care Provider should be called</p>	<p>Coach provides advocacy in getting appointment, if necessary, and revisits communication skills</p>	<p>Discuss outcome of visit with PCP or Specialist: Did patient get questions answered? What did s/he ask?</p> <p>Help develop new questions if necessary and roleplay as needed</p>

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This material was prepared by Quality Insights of Pennsylvania, the Medicare Quality Improvement Organization for Pennsylvania, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

Publication Number 9SOW-PA-CART08.14 App. 10/08.