Slide 1: Introduction

Hello, my name is Sierra, and I would like to take the time to welcome you to my presentation on care coordination. I would also like to thank you all for attending today. Care coordination is important for all healthcare workers as it greatly impacts our patients and their care. My goal for this presentation is to help expand your care coordination role and improve patient outcomes here in our community center.

Slide 2: The Agenda

For today's agenda, we will be discussing what care coordination is, effective strategies to communicate with patients and their families to achieve high patient outcomes, identifying aspects of change management that affect patient experience, rational coordination of care, and the potential impact of healthcare policy provisions.

Slide 3: Care coordination defined

Before we dive into the presentation, I think we should get a better understanding of what care coordination is. The best definition I found is by The Agency for Healthcare Research and Quality (2018). They state:

Care coordination involves deliberately organizing patient care activities and sharing information among all the individuals involved with a patient's care to achieve safer and more effective care. The patient's needs should be known and communicated to the right people at the right time. This information will help provide the safest and most appropriate effective care.

Slide 4: Collaboration Strategies

Now, let's talk about effective collaboration between patients and families to achieve desired health outcomes. It has been shown that patient and family-centered care is considered key to high-quality care. The collaboration between patients and family has increasingly proven better health outcomes and lowers the use of health services.

The first collaboration strategy is involving the patient and their families in their own care and care plans. Involving the patient and their families allows them to take an active role in their healthcare in collaboration and partnership with healthcare professionals. Effective patient and family collaboration have shown in acute care hospitals there have been fewer adverse events, improved self-management, fewer diagnostic test, shorter stays in the hospital, and decreased use in health care services. All of these are great benefits to involving the patient and their families in their care, but I think the biggest reason to implement this strategy is the patients are more likely to adhere to the treatment plans developed for them (Goodridge, 2018).

Slide 5: Change management aspects affecting patient-centered care

Next, let's talk about change management aspects affecting patient-centered care. In nursing, it is a critical skill to be able to adapt and change to any situation. The ability to adapt is especially crucial for today's health care just to meet patient and family needs, the demands of the increase of life expectancy, and the increasing complexity of health conditions. A change theory that would be helpful for nurses to adopt is Lewin's model of change (Harrison, 2021).

Lewin's model of change is also known as the three-stage model, which was created by Kurt Lewin. In Lewin's model of change, there are three stages, unfreezing, changing, and refreezing. With the nurses being patient-centered they will have to identify a problem and assess

the conditions related to the patient; this is an example of the unfreezing stage. Following the unfreeze stage where the nurse is assessing a problem, the nurse must then assess what the patient requires to change their patient's needs, this is an example of the change phase. After this phase is the refreezing phase, in this phase the nurse must allow the change to be institutionalized within the healthcare system (Harrison, 2021).

Slide 6: Coordinating care plans and ethical decision making

Now, we will discuss coordinating care plans and ethical decision-making. As nurses, we have our own code of ethics. This code of ethics outlines the standards of behavior for a nurse and acts as a guide for nurses. The code of ethics lays out the responsibilities for nurses to follow that align with quality nursing care and ethics. Nurses should adhere to four basic ethical principles which are, autonomy, justice, beneficence, and non-maleficence (Tonnessen, 2017).

When nurses are delivering care to their patients, they should allow their patients to make their own informed decision regarding their care, this is an example of autonomy. Nurses should also treat each patient equally regardless of gender, age, or socioeconomic status, this principle is justice. Next, beneficence should influence care coordination by always delivering the best possible care and always choosing good regardless of outlying circumstances. Finally, non-maleficence is important to care coordination by doing no harm, a nurse should avoid risks or minimize risks as much as possible.

Slide 7: Impact of specific healthcare policy provisions

Lastly, we will touch on the impact of specific healthcare policy provisions. The government plays an essential role in healthcare and care coordination. The government's duty is related to care coordination and safety. The government's duty is to decrease the weight of

illness, injury, and disability and improve the population's health. These duties are achieved

through policies that have been put into place (HealthAffairs, 2022).

A specific policy that affects care coordination is The Affordable Care Act (ACA). The

Affordable Care Act was implemented in 2010 that helps increase coverage for individuals that

are uninsured or underinsured. The Affordable Care Act allows individuals that were uninsured

and had pre-existing conditions or limited finances to obtain insurance coverage that is within

their price range. Before this act was implemented many individuals were unable to obtain health

insurance due to the high prices. This act also was implemented so individuals that had pre-

existing conditions were not denied health insurance. This policy has created many opportunities

to test and create new ideas to deliver care to patients and improve the coordination of care

(Agency for Healthcare Research and Quality, 2017).

Slide 8: Thank you

I just wanted to take the time again to thank you all for attending this presentation on care

coordination. I hope the information today was valuable and you are able to expand your

knowledge and improve our community center.

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