

Appendix A – Implementation Checklist: Strategies to Align with the National Care Coordination Standards for CYSHCN

Stakeholders can use this checklist to identify and track their progress in adopting strategies outlined in this implementation guide. This list of strategies is not exhaustive, and this tool is not intended to indicate the extent to which a system meets the Standards. However, strategies that are not being addressed may indicate an area to prioritize for further focus.

STRATEGIES FOR IMPLEMENTING DOMAIN 1: SCREENING, IDENTIFICATION, AND ASSESSMENT

a. Determine factors to include in the care coordination screening and assessment process.

- Implemented
- Partially implemented
- Not implemented

Notes:

b. Identify factors that are not currently included in existing screening and assessment processes and correlating tools that could be implemented.

- Implemented
- Partially implemented
- Not implemented

Notes:

c. Inventory screening tools used across the care coordination system, streamline where possible, and adapt as needed.

- Implemented
- Partially implemented
- Not implemented

Notes:

d. Tailor screening and assessment processes to meet the needs of families.

- Implemented
- Partially implemented
- Not implemented

Notes:

e. Establish processes for sharing screening and assessment results, including consent processes.

- Implemented
- Partially implemented
- Not implemented

Notes:

f. Establish guidelines for leveraging screening and assessment results to guide the intensity of care coordination services.

- Implemented
- Partially implemented
- Not implemented

Notes:

STRATEGIES FOR IMPLEMENTING DOMAIN 2: SHARED PLAN OF CARE

a. Design and implement a system-wide shared plan of care template, with input from key stakeholders, especially families.

- Implemented
- Partially implemented
- Not implemented

Notes:

b. Assess the technological capacity for documenting shared plans of care across providers.

- Implemented
- Partially implemented
- Not implemented

Notes:

c. Implement training to support use of the shared plan of care.

- Implemented
- Partially implemented
- Not implemented

Notes:

d. Identify opportunities to promote and incentivize the use of shared plans of care across the care coordination system.

- Implemented
- Partially implemented
- Not implemented

Notes:

STRATEGIES FOR IMPLEMENTING DOMAIN 3: TEAM-BASED COMMUNICATION

a. Develop a process for identifying and aligning care coordination efforts across all care coordinators serving a family.

- Implemented
- Partially implemented
- Not implemented

Notes:

b. Develop processes for structuring the care team and identifying members.

- Implemented
- Partially implemented
- Not implemented

Notes:

c. Establish guidelines for communication across the care team.

- Implemented
- Partially implemented
- Not implemented

Notes:

d. Determine technology and data-sharing needs for communication between members of the care team, including the family.

- Implemented
- Partially implemented
- Not implemented

Notes:

STRATEGIES FOR IMPLEMENTING DOMAIN 4: CHILD AND FAMILY EMPOWERMENT AND SKILLS

a. Train care coordinators and care team members to support the building of family skills and strengths.

- Implemented
- Partially implemented
- Not implemented

Notes:

b. Establish policies to support education and empowerment for families.

- Implemented
- Partially implemented
- Not implemented

Notes:

c. Identify ways to support people with lived experience as key members of the care team.

- Implemented
- Partially implemented
- Not implemented

Notes:

STRATEGIES FOR IMPLEMENTING DOMAIN 5: CARE COORDINATION WORKFORCE

a. Provide training and clear expectations for care coordination staff on core components of their roles.

- Implemented
- Partially implemented
- Not implemented

Notes:

b. Prioritize the hiring of care coordinators with lived experience and those that expand the cultural, racial, ethnic, and linguistic diversity of care coordination staff.

- Implemented
- Partially implemented
- Not implemented

Notes:

c. Establish policies for caseload ratios that allow care coordinators to maintain high-quality service delivery.

- Implemented
- Partially implemented
- Not implemented

Notes:

d. Establish policies for collecting and reviewing data to assess the care coordinator and care team performance.

- Implemented
- Partially implemented
- Not implemented

Notes:

STRATEGIES FOR IMPLEMENTING DOMAIN 6: CARE TRANSITIONS

a. Develop policies to proactively identify and plan for upcoming care transitions.

- Implemented
- Partially implemented
- Not implemented

Notes:

b. Provide training and resources to care coordination staff to support effective transitions.

- Implemented
- Partially implemented
- Not implemented

Notes:

c. Develop processes for tracking care transition activities.

- Implemented
- Partially implemented
- Not implemented

Notes: