

Care Coordination

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Friends Life Care Partners



Friends Life Care: Operations

Care Coordination

Care Coordinators become the trusted partner of our members as they age.

They are coaches, educators, caretakers, surrogate family members, health care professionals and gatekeepers.

Friends Life Care: Care Coordination



= Thriving in Place as they Age in Place

Friends Life Care: Operations

Care Coordination

1. Multi-disciplinary
2. Wellness, At Risk and Care Coordinators
3. Objectivity & consistency
4. Data tracking
5. Contact schedule
6. Highly personalized approach

Friends Life Care: Operations

Care Coordination

1. 12 assessment tools (combination of standardized tools and proprietary assessments developed by Friends Life Care)
2. FLC-CATS technology

Risk Stratification

Friends Life Care Membership

	NUMBER	PERCENTAGE
WELL	1,917	74.8%
AT RISK	494	19.2%
HOME CARE	120	4.7%
ASSISTED LIVING	21	0.8%
NURSING HOME	12	0.5%
TOTAL	2,564	100%

Wellness Initiatives

Wellness

Goal: Help members attain and maintain a state of health and well-being.

Wellness Initiatives

VigR®



Vitality • Independence • Growth • Resilience

VigR® IS the difference

1. Proactive, research-based model designed to help members improve and extend their mental and physical health and resilience
2. Primary assessment tool: *UMatter Wellness Assessment*
3. Workshops
4. Webinars
5. Blog Articles
6. Meet a Member Series

Members at Risk

Goal: Prevent or delay change in functional status

1. Assessment to identify risk factors
2. Increased Care Coordination engagement and monitoring
3. Referrals to Community resources to mitigate risk

Members at Risk

Four Evidence Based Prevention Programs

Goal: Prevent or delay physical/cognitive/medical decline

1. Fall Risk Reduction Program
2. Cognitive Assessment/Memory Enhancement Program
3. Medication Management Program
4. Stroke Prevention Program

Fall Risk Reduction Program

1. Annually assess members beginning at the age of 70, using a specially designed tool
2. Coordinate physical and occupational therapy for in-home strength and balance training
3. Perform Home Safety Evaluations and arrange for environmental adaptations as necessary

Fall Risk Reduction Program (continued)

4. Screen and refer for assistance with Medication Management
5. Install wireless sensor-based emergency response and activity monitoring system

Members In Care

1. Goals
 - a. Provide quality care and oversight
 - b. Return to independence if possible
2. Assessments to determine type and amount of care needed
3. Arrangements for care delivery
4. Payment for care up to limits established by member
5. Oversight of quality of care

FLC-CATS Database

1. Medical history
2. Medications
3. Environmental factors
4. Lifestyle factors
5. Care plans
6. Assessment tools
7. Member billing
8. Provider payment

Monitoring and Maintaining Quality

1. Service Provider Network Quality Credentialing
2. Member Satisfaction Surveys
3. Concern/complaint log and tracking
4. Direct feedback from members