



Advancing Care Coordination  
and Telehealth Deployment

## **ACT Programme**

**Annex C to Deliverable 6:**

**Domains and indicators selection for WP4**

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## 1 Detail of care coordination domains

This annex provides an overview of the carecoordination domains that underpin the surveys of programme managers and frontline staff. The domains (figure 1) were developed following a review of the evidence related to workflow management and organisational processes during the process of change. This annex provides detail on the scope and definitions of the individual domains.

Care coordination drivers describe the ecosystem in which the CC&TH service operates. These drivers take into account the coordination of care, the organizational structure & function, technology, and care pathways. Figure 1 depicts the care coordination drivers.

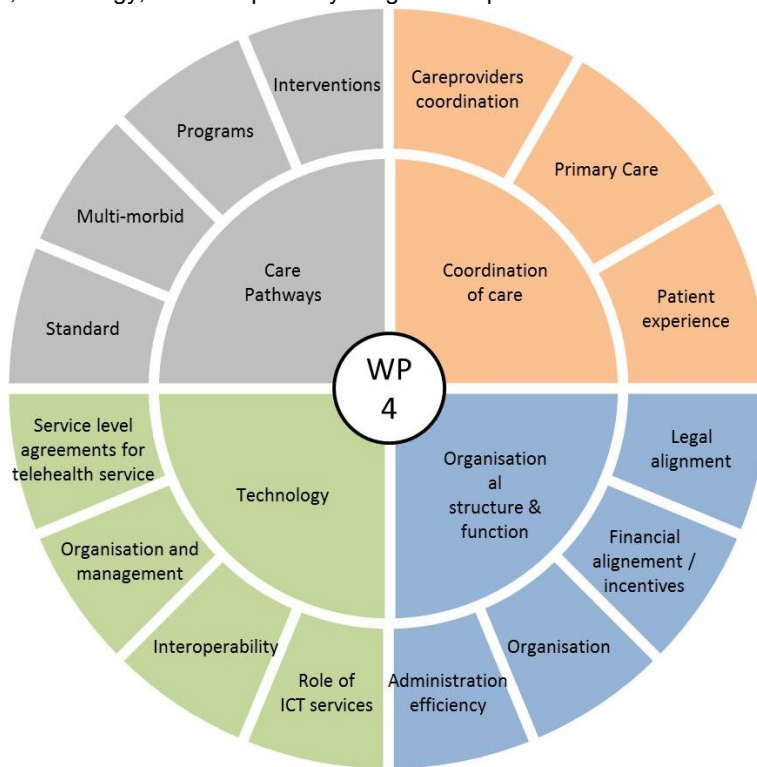


Figure 1 Care coordination drivers.

### 1.1.1 Coordination of Care Domain

Drivers in the coordination of care domain describe the interaction and information exchange with the patient and between all care providers.

A good infrastructure for information exchange is needed to coordinate patient care between all involved care providers. It is necessary to agree and synchronize treatment plans and



share observations. A good introduction of the service is needed to recruit patients for the service and educate them to use it properly.

#### *Subdomains*

- **Care provider coordination** – the information exchange and alignment between care providers.
- **Primary care** – the ability to coordinate activities with primary care.
- **Patient experience** – the introduction of the CC&TH service to the patient.

### **1.1.2 Organizational Structure & Function Domain**

Drivers in the organization structure & function domain describe how CC&TH services are embedded in the organization.

The context in which the CC&TH service operates varies from region to region. A good characterization of the context is needed explain differences in outcomes between regions.

#### *Subdomains*

- **Legal alignment** – the legal status of the CC&TH service. This subdomain would identify if there are legal barriers or drivers for integrated care approaches.
- **Financial alignment** – the funding structures and reimbursement model for the CC&TH service.
- **Organisation** – staff, roles, authorization, responsibilities, and data ownership.
- **Administration efficiency** – connection between the CC&TH service and local processes to avoid duplications and make the best use of available resources.

### **1.1.3 Technology Domain**

The technology domain indicators consider the technology support behind the CC&TH service.

Characteristics and performance of the CC&TH technology affect the usability of the service for patients and care givers.

#### *Subdomains*

- **Role of ICT services** – how ICT services are embedded in CC&TH.



- **Interoperability** – technology support for data exchange.
- **Organization and management** – coordination of IT orders and purchase.
- **Service level agreements for telehealth service** – contract where the performance of the service is formally defined.

#### 1.1.4 Care Pathways Domain

The care pathways domain considers how the CC&TH service is structured and provided to the patient.

The content of the CC&TH programs differ from region to region. A good characterization of the context is needed to explain differences in outcomes between regions.

##### *Subdomains*

- **Standard** – existing protocols or guidelines for chronic disease management for CC&TH services for COPD, diabetes and HF specifically.
- **Multi-morbid** – support for multi-morbidities in the care pathways.
- **Programs** – content of the disease management program.
- **Interventions** – the means to detect and intervene when a patient deteriorates or has special care needs.