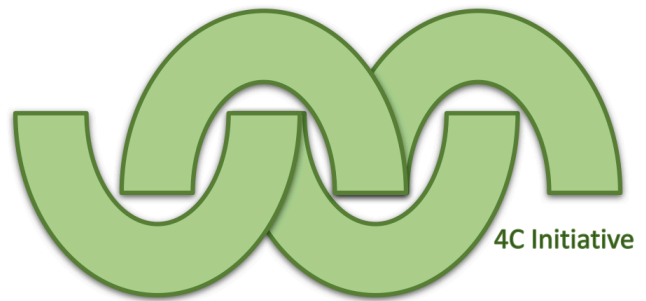


# 4C Initiative Guide



## Customized Care Communication Cards

*A continuity of care quality improvement initiative for individuals with intellectual/developmental disability*



### Goals of the 4C Initiative:

1. Optimize *quality* of healthcare encounters for individuals with IDD
2. Improve the *continuity* of care for individuals with IDD
3. Strengthen *communication* between Direct Support Professionals and healthcare providers

### Strategies:

1. Complete *Baseline Survey* for each individual:  
<https://www.surveymonkey.com/r/4CBaseline>
2. Complete a Customized Care Communication Card for each individual
3. Utilize Care Card during healthcare visit (tips below)
4. Complete *Visit Survey* for each individual after each healthcare visit:  
<https://www.surveymonkey.com/r/4CVisit>

# Tips for Utilizing Care Cards



## Prepare for the Healthcare Encounter

Bring a color-printed copy of the updated Care Card in a plastic sleeve to the check-in counter and ask the secretary to scan it into the patient chart along with medication/health history/insurance information updates. Inform the secretary of the 4C Initiative and resource, asking whether the provider would like to see a copy of the card before the individual is taken back to the exam room/operatory.

## Actively Engage in the Healthcare Encounter

Use the 4C Initiative as a tool to actively engage in the healthcare encounter of the individual who you are supporting. Hand the provider the color-printed Care Card in its plastic sleeve at the beginning of the visit, describing that the resource is a continuity of care quality improvement initiative that you hope will help the provider during the visit. As helpful, point out the key components of the Care Card relevant to the visit and recommend that the provider add their input in the appropriate sections if indicated.

**PATIENT IN**  
**ADVOCATES**

---

**NOT OUT**

## Document and Communicate Healthcare Encounter Outcomes

Complete the Visit Survey: <https://www.surveymonkey.com/r/4CVisit>

Update the Care Card in electronic version if healthcare provider added input. Place updated Care Card into individual's binder where it will be seen by daily support staff, verbally alerting them of any major changes.

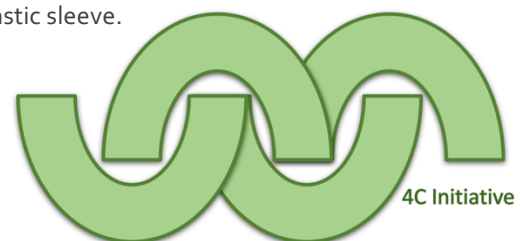
## Verify Care Card Accuracy Routinely

Update the Care Card after each ISP revision and healthcare encounter. Utilize Care Card in preparing for ISP revisions. Maintain accurate revision date on Care Card. Ensure that the color-printed copy is in a plastic sleeve.



For more information about this initiative, please contact Lyubov Slashcheva, DDS

[Health4CInitiative@gmail.com](mailto:Health4CInitiative@gmail.com)



4C Initiative

## Customized Care Communication Cards

*A continuity of care quality improvement initiative for individuals with intellectual/developmental disability*