



OVERVIEW OF THE CARE COORDINATION MODEL

A FOCUSED APPROACH TO CLOSING THE GAPS IN ONGOING HEALTHCARE

WHAT IT IS

The Community Health Alliance bridges the gap in critical healthcare services and communication that often occur between a 911 call and a patient returning home. Whether it's a senior adult who's fallen in their home, an individual who doesn't use English as their first language having a mental health issue, or any community member who could benefit from someone who understands and can navigate multiple healthcare systems, the Community Health Alliance is here to help everyone.

By gathering social determinants of health and ensuring a coordinated care team and plan, patients are centered in their care needs and get the ongoing help they need, regardless of their age, background, literacy level, and so on. Through our network of partners, the Community Health Alliance supports patients during the discharge process a comprehensive discharge plan that includes medications, lifestyle changes, follow-up care, intensive patient education geared to the patient's language and literacy level, and timely information instructions for follow up care, in home services ordered and a follow up appointment to primary care.

The Community Health Team includes a Fire Department, a Medical Director, a Program Director, Care Coordinators, Community Paramedics, EMTs, Community Healthcare Workers, and partnerships with community resources.

VISION STATEMENT

The **St. Louis Park Community Health Alliance's** vision is to connect residents with the right services at the right time. The work of the Alliance better utilizes community resources to provide superior health outcomes for residents, their families, and the providers supporting the community.

CONTACT US

Steve Koering • SLP Fire Chief // skoering@stlouispark.org

Amy Lucht • CARE Resource Connection CEO + Founder // amy@careresourceconnections.org

HOW IT WORKS

When the Fire Department is on the scene, needs are identified or communicated by the patient and or family/caregiver. After understanding what is needed or requested, a referral is made to the Care Coordinator in the form of a referral. Responding after the 911 call to both internal and external referral sources, care teams are connected, and a Safe Home Visit is scheduled. This process ensures patients get the right resource at the right time.

This Care Coordination Model is designed to overcome barriers to continuity of care, which requires more care coordination when a person is using 911 to access their healthcare, receiving fragmented care in emergency departments, and using urgent cares and minute clinics to fill the gaps. Primary Care Providers (PCP) who see Medicare patients must re-validate every 5 years. A PCP stays with the patient for a lifetime unless the provider terminates that relationship. Our team is the first to connect the patient back to their primary care teams with timely community resource connections and follow-up care.

WHY IT'S DIFFERENT

Fire Departments are focused on community risk reduction, and communities – especially those that tend to be under-served or disadvantaged – are at a greater risk where there is a gap between the hospital/nursing home/transitional care unit and home. The Care Coordination Model follows the patient during the entire process, ensuring a smooth transition and more successful recovery. The Care Coordination Model, developed by Care Resource Connection, is unique due to its government agency affiliation and access which widens the network of resources to the local, county, and state level.

ABOUT THE ST. LOUIS PARK FIRE DEPARTMENT

For over 100 years, the **St. Louis Park Fire Department** has been part of this vibrant, fast-changing community, delivering high-quality fire protection and emergency medical services. Along with other city departments, we are working toward building a more resilient community for our residents.

[HTTPS://WWW.STLOUISPARK.ORG/GOVERNMENT/DEPARTMENTS-DIVISIONS/FIRE](https://www.stlouispark.org/government/departments-divisions/fire)

ABOUT CARE RESOURCE CONNECTION

CARE Resource Connection is a nonprofit 501(c)(3) organization made up of a network of healthcare, public service and business professionals that are dedicated to “bridging the gaps between our communities & the resources they need.”

[HTTPS://CARERESOURCECONNECTIONS.ORG](https://careresourceconnections.org)