## Identify Patients

Using the list provided by UPMC *for You*, select a small group of patients with opportunities for improvement.

## Ascertain Family Needs and Opportunities

Ask yourself, what are the top two or three things that could help these families? Examples may include: transportation, they just can’t seem to get to their visits; Mom is so anxious and needs a break; no matter what we do they keep using the emergency department; medication reconciliation with subspecialists. Other ways to ascertain needs include:

#### Chart Review

#### Case Consultation with case managers and subspecialists

#### Ask families what they need most

## Adopt a Care Plan

Starting with the template provided by UPMC *for You*, develop a care plan to use with patients identified for this project. Begin using the care plan, identify areas for improvement and modify as needed.

## Assign a Care Coordinator

Using funds provided by UPMC *for You*, establish roles and responsibilities for a care coordinator assigned to the selected patients and their caregivers.

## Learning Collaborative

Participate in the learning collaborative by attending events and requesting topics for future events.