

# Inside The Patient Perspective

Volume 2 - October 2025

## Care Coordination – Connecting the Dots for Better Patient Outcomes



### Why “Care Coordination” Matters to You as a Provider



Care Coordination is a cornerstone of high-quality, patient-centered care. In the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey, this measure reflects how well providers, and their teams help patients navigate their care especially when multiple services, specialists, or treatments are involved.

Here’s why Care Coordination should be a priority in your practice:

- **It Enhances Patient Safety:** Coordinated care reduces the risk of duplicated tests, medication errors, and missed follow-ups.
- **It Builds Trust:** Patients feel more confident when their providers communicate clearly and work together across specialties.
- **It Improves Health Outcomes:** Seamless transitions between care settings lead to better adherence and recovery.
- **It Strengthens Your Reputation:** High scores in Care Coordination signal a well-organized, patient-focused practice.

### Provider Best Practices for Improving Care Coordination Ratings:

- **Timely Follow-Up on Test Results:** Ensure patients receive and understand their results promptly.
- **Clear Communication Between Providers:** Share relevant information with specialists and other care team members.
- **Medication Reconciliation:** Regularly review medications with patients, especially after hospital visits and specialist.
- **Care Transition Support:** Help patients understand the next steps after referrals, hospital discharges, or specialist visits.
- **Use of EHRs and Patient Portals:** Leverage technology to keep everyone informed and aligned.



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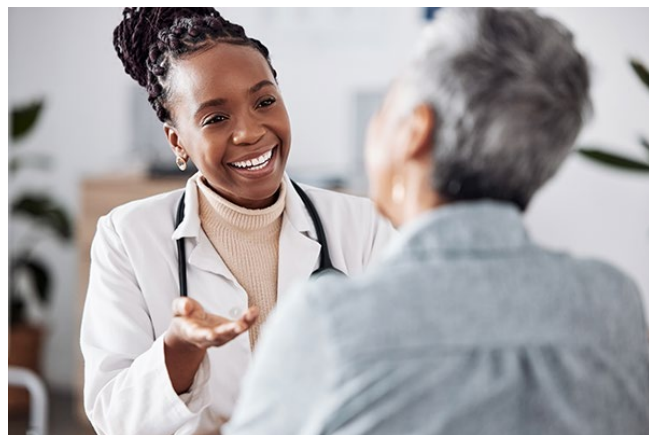
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### Tips for Frontline Staff:

- **Confirm Patient Understanding:** Ask patients to repeat back instructions to ensure clarity.
- **Assist with Referrals:** Help patients schedule specialist visits and explain what to expect.
- **Track Follow-Ups:** Use checklists or systems to ensure no patient falls through the cracks.
- **Encourage Portal Use:** Show patients how to access lab results, messages, and care plans online.
- **Document Everything:** Accurate notes help the whole team stay informed and aligned.



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### Meridian Resources and Support:

#### Explore Meridian's 2025 CAHPS® Provider Toolkit!

Designed to support your efforts with delivering high-quality, patient-centered care. <LINK>

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