Section for Special Health Services

Service Coordination Model

Definition, Principles and Key Components January 2012

Service Coordination is a culturally competent, collaborative, proactive and comprehensive health care process designed to help each person achieve the best possible health and the greatest degree of independence. The primary mechanisms of Service Coordination are individualized assessment, planning, plan implementation, monitoring and transitioning.

Principles of Service Coordination

The Participant's Abilities, Wishes, and Desires are Primary in Planning

Participants Partner in Decision-Making Facilitation of Participant & Family Resourcefulness and Health Literacy

Flexibility to Achieve Successful Collaboration

Collaborative Relationships with the Program Participant, Family Members, Support Network, Health Care Providers and Other Caregivers Coordination of Health Care to Achieve Continuity and Positive Outcomes Adjustment of Support and Services Based on Changing Needs of Program Participants

Coordination and Collaboration with Other Entities/Agencies to Ensure Efficiency in Administrative Case Management and Service Coordination Functions

Key Components of Service Coordination

Engagement to Build Stable Collaborative Relationships

Assessment to Determine Needs and Resources

Planning to Address Needs Linkage with Community and Professional Health Care Resources

Plan Implementation and Prior Authorization Monitoring and Adjustment Crisis Assistance

Facilitation of Advocacy

Transitioning