Section for Special Health Services

Service Coordination Model

Definition, Principles and Key Components

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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
- Collaborative Relationships with the Program Participant, Family Members, Support Network, Health Care Providers and Other Caregivers
- Participants Partner in Decision-Making
- Coordination of Health Care to Achieve Continuity and Positive Outcomes
- Facilitation of Participant & Family Resourcefulness and Health Literacy
- Adjustment of Support and Services Based on Changing Needs of Program Participants
- Flexibility to Achieve Successful Collaboration
- 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