

Peer-Led Care Navigation Affinity Group

Based on CJR model participant input, the CMS CJR Learning System held an Affinity Group led by Peer Leaders from CJR participant hospitals that provided an opportunity to discuss care navigation and care coordination strategies with your peers. The Peer-Led Care Navigation Affinity Group convened three times between March 2019 and July 2019.

Peer Leaders

<p>Dawn Rakiey University Medical Center</p>	<p>Jody Harclerode Geisinger Holy Spirit Hospital</p>	<p>Randy Thomas Hackensack University Medical Center</p>	<p>Dr. Sheyda Namazie- Kummer BJC HealthCare</p>
---	--	---	---

AFFINITY GROUP GOALS

- Facilitate peer-to-peer learning through open discussion of strategies, challenges and lessons learned and through sharing of care navigation and care coordination tools.
- Further enhance communication and collaboration amongst care navigators and coordinators established by the CJR Care Navigation Affinity Group (September 2017 to February 2018).
- Gather strategies and lessons learned for sharing with all CJR model participants and for incorporation into the CJR Implementation Toolkit.

SESSIONS – KEY TAKEAWAYS

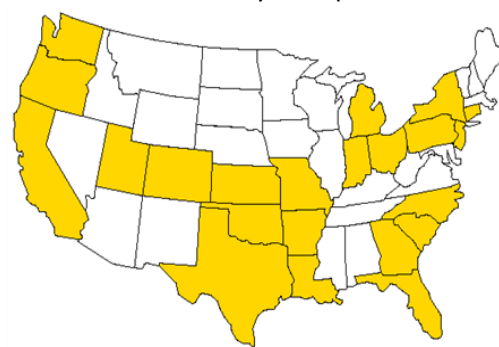
March 5th Kickoff Session: Centered on strategies for communication and collaboration with post-acute care providers and community organizations. **Actions planned by participants:** (1) Follow up with SNFs and ask for progress reports; (2) Develop post-acute care plan and goals; (3) Research implementing pre-operative home visits.

May 9th Session 2: Featured an interactive panel discussion with CJR participant hospitals on strategies for managing fracture patients and shared strategies, successes, and opportunities for improvement. **Actions planned by participants:** (1) Inquire about emergency department case management and SNF CASPER reports; (2) Begin early discharge planning with the families of fracture patients; (3) Work to create a more standardized process for follow-up communication with post-acute care facilities.

July 9th Session 3: Peer Leaders lead discussion on overcoming challenges in care navigation, with a focus on strategies for optimizing patient health prior to surgery. **Actions planned by participants:** (1) Educating patients to choose high rated SNF facilities; (2) Working to collaborate with SNFs that are not partners; (3) Setting expectations prior to surgery; (4) Changing physician mindset from volume to value.

AUDIENCE

75 unique participants representing **102 CJR Participant Hospitals** attended at least one session of the Affinity Group.



Regional Representation

West: CA, CO, OR, UT, WA,
Midwest: IN, KS, LA, MI, MO, OH
South: AR, FL, GA, NC, OK, SC, TX
East: CT, NJ, NY, PA



The top five roles of participants

24% Administration
21% Project Manager/Coordinator
20% Care Manager
12% Clinicians providing healthcare services
8% Data Analyst

To view any of the Affinity Group Sessions please log onto CJR Connect to access the webinar slides, recording, and transcripts. Don't have a CJR Connect account? Please go to [CJR Connect](#) and click "New User? Click Here".