

# Care Navigator Scholars

Today's evolving health care landscape demands innovative care delivery models to successfully engage in value-based payment and population health management strategies. The resulting shift in care and payment models requires a workforce skilled in delivering the interventions tailored to support improved health outcomes for individuals with complex health care needs.

The COPE Health Solutions Care Navigator Scholar course provides professional learning and training experiences to individuals seeking careers that impact the quality of care provided to patients with complex needs as they navigate the health care system. Our Care Navigator Scholars gain experience working alongside care management and care transition teams - as nonlicensed individuals - to positively impact care delivery and ensure the right care is provided at the right time and right place.

## OUR APPROACH TO CARE NAVIGATOR



### ASSESS

We perform a current-state assessment of existing care management, consisting of a focused review of staff resources, processes and performance metrics



### ANALYZE

We analyze available data to identify opportunities to deliver a more comprehensive care management experience and strategically identify how Care Navigator Scholars can improve care delivery



### DESIGN

We recruit, screen, train and manage Care Navigator Scholars, overseeing their educational experience with a person-centered, patient empowerment approach to care delivery



### IMPLEMENT

We implement Care Navigator to help support the care management infrastructure and identify continuous quality improvement programs and other innovative models to achieve the Triple Aim™

## KEY FOCUS AREAS OF CARE NAVIGATOR SCHOLARS

By expanding care management solutions, this additional workforce will meet the individual needs of the populations served across the continuum of care by focusing on:

- Improving attendance at primary care, behavioral health and specialty followup appointments
- Enhancing the health care experience through patient engagement strategies
- Educating health care recipients about point of care and health system resources
- Increasing access to community-based resources and social service providers
- Addressing barriers to care, including social determinants of health
- Supporting successful care transitions and implementation of care plans
- Empowering health care recipients and families to communicate care needs to their health care team

**COPE Health Solutions** is a national leader in helping health care organizations succeed amid complexity and uncertainty

COPE Health Solutions helps providers and payors thrive in the emerging pluralistic payment environment, allowing them to achieve visionary, organizationally relevant results. The firm has expertise in all aspects of population health, strategy, delivery system development, payment systems reform, workforce development, and value-enabling services, including peerless analytics and performance improvement.

Our multidisciplinary team of health care experts provides our clients with the experience, capabilities, and tools needed to plan for, design, implement and support both the development and execution of strategy. We partner with our clients through aligned mission and financial incentives to pursue performance excellence in a challenging and rapidly evolving health care environment.

We strive to help our clients build their own internal expertise and capabilities as we work together to provide clear, results-oriented solutions to achieve immediate and long term success.

Contact us at [info@copehealthsolutions.com](mailto:info@copehealthsolutions.com) or visit our website to learn more about how we can help with Care Management