

Cooperative Care

The Cooperative Care Model is a transformation of the traditional physician practice model to improve quality of care through a physician-driven integrated team approach that provides comprehensive care for the whole person.

The Cooperative Care Physician coordinates patient care across providers and services. This coordination fosters continuity of care and reduces fragmentation with consequent improved patient outcomes. A patient registry is utilized for proactive tracking of patient information.

The Cooperative Care Nurse is a Registered Nurse, who uses the patient registry to track patient needs and to make sure that appointments, screenings, or tests are up to date. He/she also schedules any necessary tests prior to office visits so that the Cooperative Care Physician has more time with the patient.

The Cooperative Care Nurse provides education to the Member and family and guides the Member to create goals and his/her own plan for self-management. The Cooperative Care Nurse also works with hospital discharge planners, patients and families, and the Health Plan to facilitate a smooth transition from the hospital to home, including encouraging the patient to make and keep post discharge follow up appointments and ensuring that prescriptions are filled and taken appropriately. A nurse will visit the patient within twenty-four hours of discharge from the hospital to make sure that the Member understands his discharge instructions and to identify any issues or barriers.

The program is available to commercial Members who are eighteen years of age or older and who have been diagnosed with one or more of the following conditions:

- Congestive heart failure
- Coronary Artery Disease
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes

There is no additional charge to the Member for participation in the Cooperative Care program; however, usual co-pays and out of pocket expenses apply.

Currently, Cooperative Care is in pilot at the Scott & White Harker Heights clinic and will be expanded incrementally to other Scott & White family practice clinics in the future.

