

# Achieving truly coordinated care

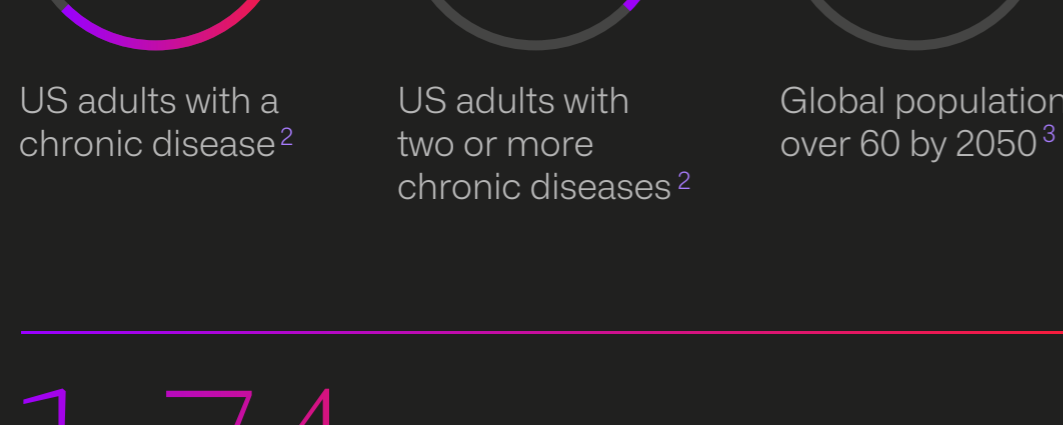
As global health and social challenges become more complex, traditional service delivery models are struggling to keep pace. Offering a new approach, coordinated health and social outcomes (CHSO)—a person-centered service delivery model comprised of six key elements—can help health and social organizations to achieve better outcomes while creating better experiences for citizens, patients, families, communities, and employees.

## Setting the scene

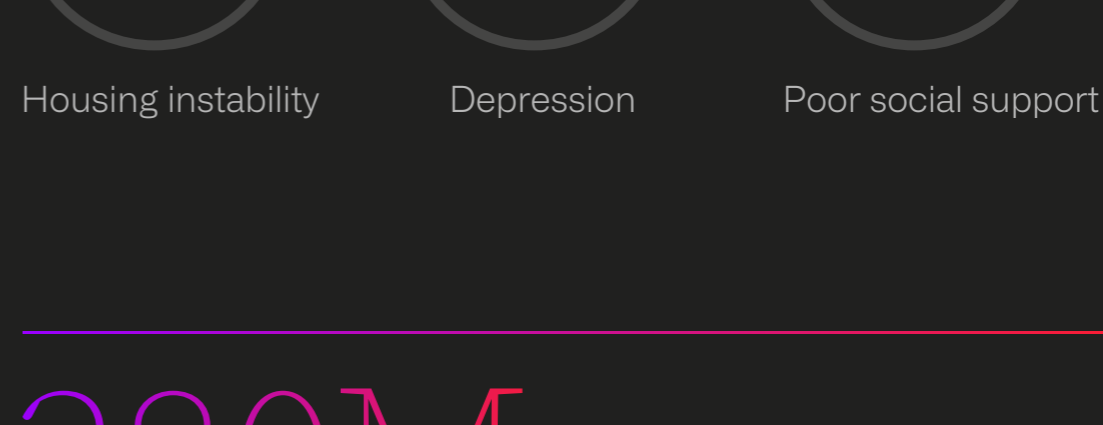
### EXAMPLE: UK HEALTH CHALLENGES



### GLOBAL HEALTH RISKS



### READMISSION RISK FOR PATIENTS WITH:



1.74

Adherence to treatment is 1.74 times higher in patients from cohesive families and 1.53 times lower in patients from families in conflict.<sup>5</sup>

280M

280 million people around the world are affected by depression.<sup>6</sup>

## Defining the six elements of CHSO

### ELEMENT ONE

## Segmentation

Segmentation is a vital tool for understanding the health and social needs of populations and allows organizations to tailor CHSO requirements to three distinct patient cohorts.

- Use advanced analytics to determine a person's needs
- Design coordinated plans and outcomes
- Engage with multiple health and social organizations
- Support improvement of quality of life

**1. Individuals that require services from both the healthcare and social protection systems**  
Someone who has recently been injured may become disabled, and will require support from social care systems as well as medical professionals. Coordinating these services would simplify the process for the individual.

**2. Individuals whose social needs impact their health outcomes**  
An older person who lives alone and who has diabetes and is from a low socioeconomic background may be at higher risk of hospital readmission. Strong social support can help to avoid readmission and to ensure the best health outcomes.

**3. Individuals whose severe healthcare needs impact their social outcomes**  
An individual who has been unemployed for a long time and has a severe health condition may find that improving health outcomes is the best route back into work.

### ELEMENT TWO

## Coordination

The CHSO model prioritizes functional coordination, which is the process of identifying all stakeholders in a person's care—hospitals, social services, charities, family and more—and then planning care around a person's unique needs and goals.

- Replace disjointed provision with seamless experiences
- Tailor care plans to individuals' unique circumstances



### ELEMENT THREE

## Integration, interoperability

Creating joined-up workflows and seamlessly sharing information between stakeholders is vital for CHSO to operate effectively.

- Share data securely, with appropriate consent
- Break down information silos
- Focus on outcomes not just processes



### ELEMENT FOUR

## Self-care activation

Teaching individuals and their families to manage their conditions can significantly improve quality of life as well as health and social outcomes.

- Empower and educate individuals, families and communities
- Develop strong self-care routines
- Manage long-term illness
- Use technology to monitor conditions



### ELEMENT FIVE

## Technological innovation

Digital technology is the foundation of the most transformative innovations in healthcare and social protection services today, especially when it is centered around outcomes.

- Harness AI and machine learning tools
- Uncover hidden trends
- Enhance insights
- Improve strategic decision making



### ELEMENT SIX

## Operational transformation

As well as streamlining systems, processes and data; health and social protection organizations can accelerate the adoption of CHSO by improving, among others, communication, leadership and employee skills.

- Establish shared understanding
- Promote openness
- Build person-centric service design



Read the full whitepaper to dive deeper into these 6 elements of CHSO

- [Read the paper](#)
- [Learn more](#)