



## Vermont Integrated Communities Care Management Learning Collaborative

**Lead Care Coordinator (LCC):** Individual who assumes overall responsibility for convening the care team, drafting and updating the plan, and communicating with other team members about changes in the patient's status.

The LCC is usually employed by an organization that provides long-term services, care, or support for the person receiving care coordination. The LCC should be the primary point of contact for both the patient and everyone else participating in that person's care. Maintaining an up-to-date Shared Care Plan, tracking patient-identified goals, progress towards goals and changes in the patient's situation, are key roles for the LCC. An essential skill is the ability to develop and strengthen interpersonal relationships and to facilitate communication among all team members, including the patient and family.

### Key Responsibilities:

- Serves as the central and primary point of contact for the patient and all members of the care team.
- Determines (with the patient) who should be included in the shared care team and facilitates those relationships, at the request of and under the direction of the patient.
- Helps the patient identify priorities and goals.
- Drafts the initial Shared Care Plan based on patient-identified goals.
- Updates and shares the Action plan and Care Plan with all team members
- Convenes and facilitates care conferences, or appoints facilitator, as appropriate.
- Identifies interval between care conferences based on patient-need and convenes team as appropriate during times of acute need, and/or transition between levels of care.