



Vermont Integrated Communities Care Management Learning Collaborative

The Lead Care Coordinator: Key Points to Keep in Mind

- During the initial recruitment phase, the patient is always approached by someone she knows and trusts. The Lead Care Coordinator (LCC) may ultimately be the same individual responsible for recruiting the patient. Or, it may become clear there is a more appropriate person (also known and trusted by the patient) for this role.
- *Lead Care Coordinators are “chosen” collaboratively by the Care Management team, rather than “assigned.”* The client/ patient is part of the decision-making process in determining who can best coordinate his/her care.
- The LCC is usually employed by an organization that provides long-term services, care or support for the complex patient. In cases where this is not possible, the team will work to ensure a seamless “warm hand-off” to the most appropriate individual on the care team.