

The Buckeye Ranch Engagement Team

CARE COORDINATION CORNER

Headquartered in East Franklin County, The Buckeye Ranch is preparing for growth. As an OhioRISE CME, The Buckeye Ranch serves more than 1,600 members. Due to this, The Buckeye Ranch leaders created additional support for its CME team to ensure that care coordinators can best utilize their time and resources. One of these extra supports was the creation of the CME engagement team. This taskforce takes the burden of initial engagement off the care coordinators, leaving them more time to link members with services, address barriers to care, and create child and family teams.

The primary goal of the engagement team is explaining the OhioRISE and care coordination services to members and their families. Within two days or less, the engagement team coordinators start their outreach. They have 90 allotted days to obtain consents. Each month, at least three attempts are made to contact a family, along with research activities to help locate those families that the engagement team are unable to reach. Between calling, texting and sending letters, our engagement coordinators obtain consent from over 80% of referred members.

Here is how an engagement coordinator works to help The Buckeye Ranch operate more efficiently:

- 1** Families know what to expect after speaking with an engagement coordinator. They receive a follow-up email reiterating what was discussed and the OhioRISE member handbook.
- 2** Consents are then sent electronically and include general OhioRISE/The Buckeye Ranch consents, as well as release of information for any child and family team members identified during the initial phone call.
- 3** Once consents are returned, the engagement coordinator starts an email thread with caregiver/member, service team members, care coordinator and the care coordinator supervisor.
- 4** The engagement coordinator introduces the care coordinator to the family (and established team if applicable), creating the first teaming activity before the member begins ongoing care coordination services.
- 5** Engagement coordinators obtain pertinent case information such as best contact method, whether families prefer virtual or in-person visits, primary strengths/needs/barriers, current service provisions and other relevant case details. This is all documented as an unbillable note within our Electronic Health Record (EHR) for ongoing care coordinators to refer to.

This sets the stage for orienting the member and their family. Between the engagement and care coordinators, the family feels the support of one team immediately. Since implementing the engagement team in November 2022, The Buckeye Ranch has maintained an 80% engagement rate of all families receiving care coordination ongoing.