

Care Team Integration Update: 421 CAAs

All-Staff Meeting

August 8, 2019



421 CAA Care Team Members

Purple Team: Gabrielle Berre

Steel Team: Danielle Brodie

Green Team: Ericka Davenport

Yellow Team: Darell Richards

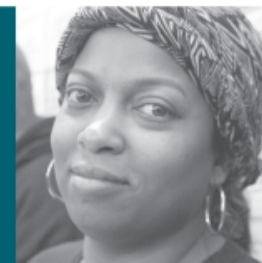
Orange Team: Maryann Rico



How it Works

- Check in: 1st flr front desk
- Check out: 2nd flr with their *care team CAA*
 - Even if they saw a provider who is not on their care team
 - One 2nd floor CAA will check out clients who aren't on a care team
- Care teams: Please let clients know to check out with their team CAA

Care team CAAs will wear care team shirts and have signs



Care Team CAA Duties

- Monitor schedules and clinic flow (w/CMA)
- Coordinate and distribute external referrals
- Complete standard check-out flags
- Attend care team meetings
- Attend huddles (starting Sept.)
- Help coordinate warm hand-offs
- Conduct appointment call reminders



Questions?

