

Long Term Care Planning Project Meeting 1:
Aging and Long Term Care Services – Improving Coordination, Communication, and the
Consumer Experience

Discussion Questions

1. A. What can be done to provide a more cohesive and quality experience for care recipients?
 - a. What does the care recipient need?
 - b. What type of coordination/communication will provide the care recipient with the most person-centered experience?
 - c. What are measures of consumer experience and satisfaction, and how can they be included in program design?
- B. What can be done to provide a more cohesive and quality experience for caregivers?
 - a. What does the caregiver need?
 - b. What type of coordination/communication will provide the caregiver with the most person-centered experience?
 - c. What are measures of caregiver experience and satisfaction, and how can they be included in program design?
2. What are the barriers to coordination/communication across agencies, and how can it be improved?
 - a. What can we do at the agency level to ensure coordination of services and information?
3. What are the barriers to communication across provider types and settings, including clinical, aging, and other human services?
4. Are there current systems to assist caregivers in specific service sectors that are working and why?
5. How do we ensure all providers, care recipients, and caregivers have the most up-to-date information without creating additional burdens? What are your ideas on how to improve this process?
6. What does an ideal communication and coordination system look like?
7. How can we better coordinate a person's care? With multiple care managers, who really takes the lead? Should a hierarchy of care management be established? What are your ideas and/or examples of how care coordinators and case managers working in different systems might collaborate to better coordinate a person's care and social supports?