

**Patient Care Networks
of
Alabama**



*"Improving the overall health and
quality of life of those we serve."*

Who are the Patient Care Networks of Alabama?

Patient Care Networks of Alabama are private non-profit Care Management organizations contracted with Primary Care Providers and in partnerships with Hospitals, Pharmacies, Social Service Agencies, Behavioral Health, and County Health Departments. We are charged with improving the health outcomes and reducing the care costs of the Patient 1st populations.

Who Do We Serve?

Patient Care Networks of Alabama serve Patient 1st patients in Tuscaloosa, Lamar, Fayette, Pickens, Green, Hale, Sumter, Bibb, Limestone, Madison, Morgan, Cullman, Coosa, Tallapoosa, Chambers, Lee, Macon, Bullock, Russell, Washington and Mobile Counties.

Our Services

- Care Management
- Behavioral Health Care Management
- Transitional Nursing
- Quality Improvement Support
- Pharmacy Support
- Newborn Transitional Care Coordination

Program Target Areas

1. Mental Health Conditions
2. Substance Abuse Disorders
3. Asthma
4. Diabetes
5. Heart Disease
6. Transplants
7. COPD
8. Cancer
9. HIV
10. Sickle Cell Anemia

Care Management Services

Each Primary Medical Provider (PMP) practice is assigned a care manager. *Care managers* are primarily responsible for:

- Helping to identify patients with high risk conditions or needs;
- Helping patients coordinate their care or access needed services;
- Home visits;
- Providing ongoing patient support to help them keep appointments, take medications, and follow diet and doctor's instructions.

Behavioral Health Care Management Services

The network provides patients and primary care practices with Behavioral Health Care Management Services.

Behavioral Health Care Managers:

- Assist patients in managing their mental health conditions by linking patients with appropriate community mental health services;
- Assist primary care providers by coordinating appropriate mental health services for their patients;
- Assist patients with follow-up and medication compliance.

Quality Improvement Services

The *Chronic Care Clinical Champion* supports primary care practices by providing:

- Ongoing education and training;
- Data analysis on utilization patterns and performance;
- Assistance with implementation of quality improvement initiatives and development of chronic disease management programs.

Transitional Nursing Services

The network has partnered with hospitals to provide Transitional Nursing Services.

- *Transitional Nurse Care Managers* work in collaboration with hospitals and the network Clinical Pharmacist in transitioning patients from hospital to home and to medical home.
- These patients are visited by the transitional nurse care manager before discharge and then again at home within 72 hours of discharge.
- The primary purpose of the home visit is medication reconciliation and scheduling a follow-up appointment with the primary medical provider after the hospital stay.

Newborn Transitional Services

- Assist parents with selecting the newborn's Primary Medical Provider
- Coordinate the initial newborn follow-up appointments as instructed by the discharge pediatrician
- Link newborn and mother with the following wrap-around services: (Plan First, Teachers as parents and WIC)

Pharmacy Consultation Services

The network provides primary care practices with the following pharmacy consultation services:

- A Clinical Pharmacist, a PharmD, assists with questions regarding medications and medication reconciliation.
- The Network Pharmacist serves as program liaison between community pharmacists, primary medical providers and Alabama Medicaid.

Medical Management Committee

The network provides primary medical providers with a forum to share new ideas and implement best practices that would improve health outcomes and reduce care cost of Patient 1st patients.

The *Clinical Director* facilitates the Medical Management Committee meetings every two months.

Community Partnerships

- Primary Medical Providers
- County Health Departments
- Hospitals
- Community Mental Health Agencies
- Social Service Programs
- Pharmacies

Board of Directors

51% Primary Medical Providers

Mental Health Department

Health Department

Federally Qualified Health Centers

Community Pharmacist

Hospitals

Community Social Services Agencies

Contact Us

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Care Network of East Alabama, Inc.
(334) 528-5867

North Alabama Community Care, Inc.
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Service Area

