



How to Use This Tool:

1. Self-evaluation, as a way to validate intuitions and feelings about how ready your health center is to incorporate a care coordinator

For Managers:

2. Use the assessment as a discussion topic with leaders and healthcare teams
3. Ask staff for feedback and honest answers to direct change initiatives

An average score below 4.0 in any category suggests that in order to maximize the success of a care coordinator program, some crucial initial changes need to be put into place

1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Somewhat Agree, 5 = Agree, 6 = Strongly Agree

	Communication and Teamwork	Response (Enter number from 1-6)
1	There are established multidisciplinary care teams; the roles and expectations for each team member is clearly defined.	
2	Working with the team is not stressful—there are few complaints and morale is good.	
3	There is an understanding between health center staff regarding how to best communicate effectively with each other.	
4	Team members have access to the information and supplies they need in order to provide patient care.	
5	Team members feel like they can rely on transparent and honest communication between each other in order to get the job done.	



	Leadership and Management Support	Response (Enter number from 1-6)
1	Managers and leaders are available and willing to discuss problems that arise.	
2	Changes initiatives are communicated in a timely manner and consistently reinforced.	
3	Management addresses resistance openly and in a fair, equitable manner.	
4	Leadership routinely asks for staff feedback regarding what is going well and how things can be improved.	
5	Leadership maintains accountability for results delivered by team members—praising successes and identifying areas for improvement.	

	Effective Communication and Use of Technology	Response (Enter number from 1-6)
1	All health care center staff use EHR proficiently, meaning little to no confusion about where to chart, which templates to use, how to access task inboxes, etc.	
2	Staff members have equal access to computers, phone, and clinic communication devices (walkie-talkies, vocera, etc.).	
3	There are few dropped or misplaced referrals (to specialists, labs, etc.).	
4	Post discharge paperwork from hospitals/ERs is easily accessible.	
5	There is an established system to catch potential lapses in communication.	