



We heal and inspire the human spirit.

To: Provider Network

From: Provider Relations

Date: April 30, 2026

Subject: Coordination of Care – It Takes a Team! Improve Patient Experience Today

Every interaction with a patient is an opportunity to exceed their expectations. As the 2026 CAHPS season continues through May, we appreciate all you and your team are doing to showcase your commitment to exceptional care.

Coordination of Care is a Team Effort

Successfully co-managing members doesn't happen by chance - it requires clear roles, reliable systems, and consistent practices that keep care connected:

The principles of coordinated care include:

- Establish Team-Based Care
- Focus Efforts
- Maintain Reliable Processes
- Conduct Joint Visits
- Use Smart Technology
- Show Your Coordination

IEHP partnered with Press Ganey to create **Patient Experience Partnership (PEP) Learning Guides**, to share best practices to improve patient experience and CAHPS scores.

The PEP Learning Guides are available on the secure provider portal under the left navigation tab "Clinical Resources and Tools."

Establish team-based care Work as an interdisciplinary team. Assign clear roles so everyone knows their part.
Focus efforts Work from targeted lists identifying those patients requiring the most coordination support to schedule follow-ups and address care gaps outside the clinic visit.
Maintain reliable processes Hold daily huddles and use standard pre-visit planning checklists to keep care consistent and proactive.
Conduct joint visits Schedule joint sessions where the primary provider and specialist collaborate with the patient present—this strengthens trust and speeds decision-making.
Use smart technology Leverage real-time decision tools and shared electronic records to keep communication seamless across the care team.
Show your coordination Let patients know you're working together: "I spoke with Dr. Smith about your plan." "I reviewed your test results with Dr. Green."

We're grateful for your partnership and all you do to heal and inspire the human spirit and we would love to connect with you to support your practice as you endeavor to continuously improve patient experience.

Please reach out to your Provider Relations Manager for support or call IEHP's Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org.

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