

# TRANSITIONS OF CARE: Eliminating Points of View that Divide

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**Abstract:**  
Limited thinking and lack of collaboration thwarts successful transitions of care between providers, patients, and family caregivers creating conflict and adversarial relationships between the care team. Professional care providers including physicians, case managers, and other health care providers are often time constrained and lack time to fully educate patients and family caregivers on all aspects of care transitions.

Family caregivers lack knowledge of industry standards and regulations and often make poor or uninformed care decisions. Care providers, patients, and family members seeking successful care transitions would benefit from becoming more educated about the healthcare system, service providers, and costs of care not always reimbursed by insurance.

## Objectives: One Step at a Time

- Objective 1: Identify care partners—inside and outside the organization—able to support interdisciplinary teams to ensure successful care transitions
- Objective 2: Bridge differences of opinion by educating providers, patients, and family caregivers about aspects of care transitions including industry standards and regulations
- Objective 3: Acknowledge relational aspects of caregiving to gain a better understanding of family challenges and dynamics that complicate care transitions



## Building a Culture of Transformation and Transition

- Establish a transition team by identifying internal and external care partners
- Utilize expertise of care partners to solve complex issues
- Identify realistic goals based on “control” and the ability to manage imperfect situations
- Develop processes to respond to Murphy’s Law
- Support an open system of communication



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## Result: The Caring Generation

- Shared commitment to deliver results
- Collaboration
- One solution does not fit all
- Patient success through shared accountability



## Care Partner Challenges

- Care partner expertise in a single area may result in limited thinking
- Poor internal interdisciplinary team relationships may exist
- Organizations may face internal opposition (time poverty, reputation risk, legal liability) to establishing beneficial “outside of organization” care partner relationships
- External care partner solicitation (who to trust)
- There are no easy, quick, or simple solutions

## Building Pathways for Trust

- Establish a culture of accountability and service
- System to evaluate care partner reputation, expertise, and ability to deliver results
- Transform the “low road enterprise”
- Support conversations between health care providers, patients, and family members
- Eliminate the elephant in the room “ability to pay”

## Identifying Constraints & Limitations

- Government regulations, internal standards, and processes
- The private sector
- Patient literacy, functional incompetence, and motivation
- Financial ability to pay
- Profit versus ethics
- Professional boundaries
- Caregiver and care recipient interpersonal relationships

