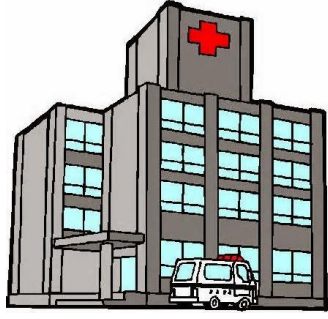
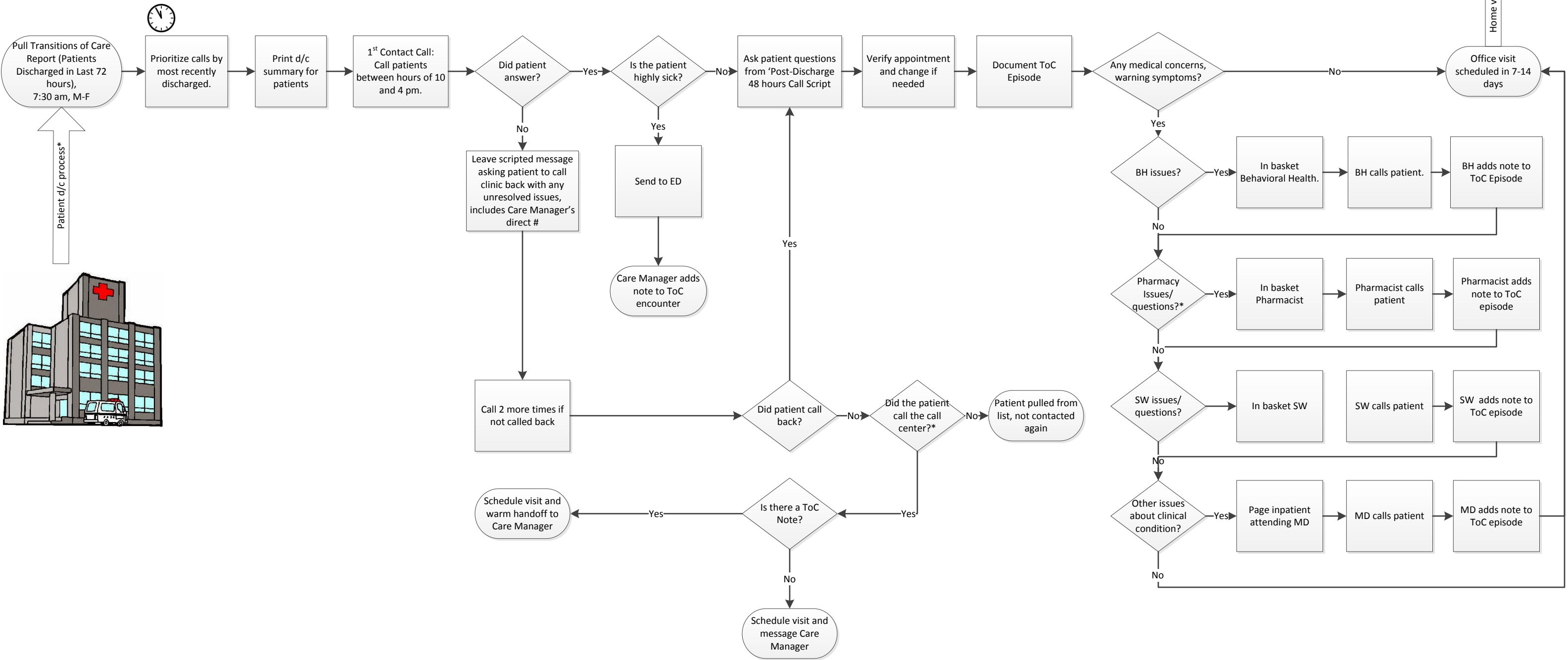


AF Williams Transitions of Care Process Map – Follow-Up Calls – FUTURE STATE 9.30.15



- *2016 opportunities
- Pre d/c planning process
 - High risk/home visits
 - Better utilization of pharmacy in terms of med rec, co-visits, home visits

Track time needed to organize and prioritize list

*Patient may call back through Call Center. Call Center should check for 'Episode' note from Care Manager.