PHM INITIATIVE





All referrals are entered into the EHR. ECM and/or care coordinator will follow-up to let MA know resolution and will document in the chart and change referral order as appropriate: Canceled - unable to reach patient or patient declines assistance. In progress - in process of or have contacted patient and are working on connecting patient to resource OR initial connection to resource

did not meet patient needs, and we are working on other options Closed - patient connected with resource and it meets their need(s) OR patient unable to connect to resource and there are no other

options

Population Health Management Initiative (PHMI), a California collaboration of the Department of Health Care Services, Kaiser Permanente, and Community Health Centers.