

Guided Care: The Clinical Model
Cynthia M. Boyd, MD, MPH
Johns Hopkins School of Medicine, Baltimore, MD

Guided Care is primary health care infused with the principles of the Chronic Care Model to optimize outcomes for older patients with multiple chronic conditions. A registered nurse completes a supplemental educational curriculum and is integrated into the practice of several primary care physicians (PCPs). Patients are eligible to receive Guided Care if the hierarchical condition category (HCC) predictive model identifies them as being in the upper quartile of risk for heavy use of health services in the future. Using a web-accessible electronic health record, the nurse collaborates with the patient's PCP in conducting eight clinical processes: assessing the patient and primary caregiver at home, creating an evidence-based "Care Guide" and personal "Action Plan", promoting patient self-management, monitoring the patient's conditions monthly, coaching the patient to practice healthy behaviors, coordinating the patient's transitions between sites and providers of care, educating and supporting the caregiver(s), and facilitating access to community resources.

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