

Healthcare *Insights*

an interactive resource from HOMELINK



Single Point
of Contact

**A Necessity for
Complex Claims**





The most valuable component of this model is its inherent ability to keep the injured worker the central focus.



SINGLE POINT OF CONTACT - A NECESSITY FOR COMPLEX CLAIMS

With the global demands of increasing efficiencies and doing more with less, it may seem counter-intuitive to promote the use of a Single Point of Contact (SPOC) as part of any process. Traditionally SPOCs are viewed as laborious cost centers with little to no intrinsic value; however, this is just not the case. Implementing an SPOC model in

the coordination of complex claims saves time, improves efficiencies, and reduces overall expense. The SPOC acts as the hub for collecting and disseminating information, tracking health status, and working through concerns brought up by team members. The most valuable component of this model is its inherent ability to keep the injured worker the central focus.

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Over the past four decades the role of the SPOC has become more defined and articulated through¹:

- 1

Comprehensive needs assessment
- 2

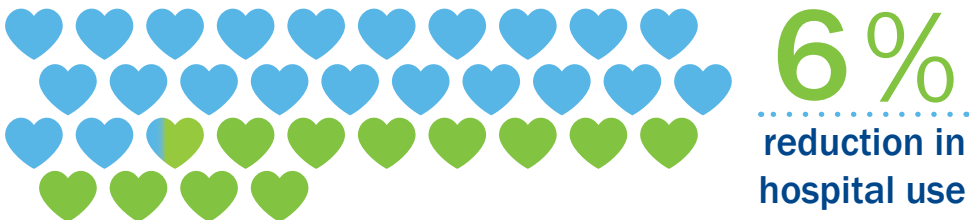
Individualized care planning
- 3

Facilitating access to needed services
- 4

Communication and monitoring

These factors promote multiple objectives such as lowering costs per claim, creating higher quality of care, promoting a service-centric approach to care delivery, and enhancing assistance to injured workers and their families as they navigate complex care plans.

A study by the Congressional Budget Office reported that **among 34 care coordination programs, one-third reduced hospital use by six percent**. Additionally, several coordination models show positive impact on quality of care, injured workers' quality of life, functional autonomy, and reduced length of hospitalization.²



For the past 24 years, HOMELINK has adopted the SPOC model as part of its complex and catastrophic care processes. This model has added transparency among case professionals, injured workers, servicing providers, and physician teams, the benefits of which improved injured worker's experience with a satisfaction rate of 98.61 percent.

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Experience the difference yourself by calling HOMELINK at 800.482.1993.
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References

¹Luetz, 1999; Nolte and McKee, 2008, Boulton and Wieland, 2010

²Journal of the American Geriatrics Society, Dec. 2009 57(12);2328-37



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