

Care Coordination Workflow Tracker – Template

ICPOP Team: [INSERT]

Care Process	Questions	Person Responsible
Referral	How are referrals received?	
	Who receives the referral?	
	What is the referral criteria?	
Information Gathering	What information is gathered for the older person?	
Triage Process	How are referrals prioritised?	
	Who decides on the prioritisation?	
	How is a lead team member decided?	
Communication	When and how is the older person contacted?	
Assessment	What does the assessment process involve?	
Care Planning	How is the care plan developed?	
	Who contributes TO CARE planning?	
	How is the care plan implemented?	
	How is progress reviewed?	
Discharge	When are older people discharged?	
	Where are older people discharged to?	
	How is follow up coordinated?	
Reflection	Did anything surprise you with this mapping?	
	Where do you think the biggest challenges are?	
	Do you have any ideas of how these challenges could be addressed?	