



## Strengthening care coordination

### Description

Corporate Schemes care coordinators celebrated International Nurses Day, 12 May, with a renewed commitment to excellence, along with a strategic initiative that aims to strengthen care coordination and improve the health and economies of our communities.

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In celebration of International Nurses Day, HEM Corporate Schemes proudly acknowledged the dedication and impact of our care coordinators. This year's celebration was particularly meaningful as it coincided with the launch of our Care Coordination Optimisation Pilot, a strategic initiative aimed at enhancing the quality and efficiency of care delivery.

As part of the pilot, care coordinators have temporarily returned to the office in order to foster a collaborative environment that encourages peer learning, stronger communication, and shared problem-solving. This return has not only revitalised team dynamics but also reinforced our collective mission to deliver patient-centred care with compassion and precision.

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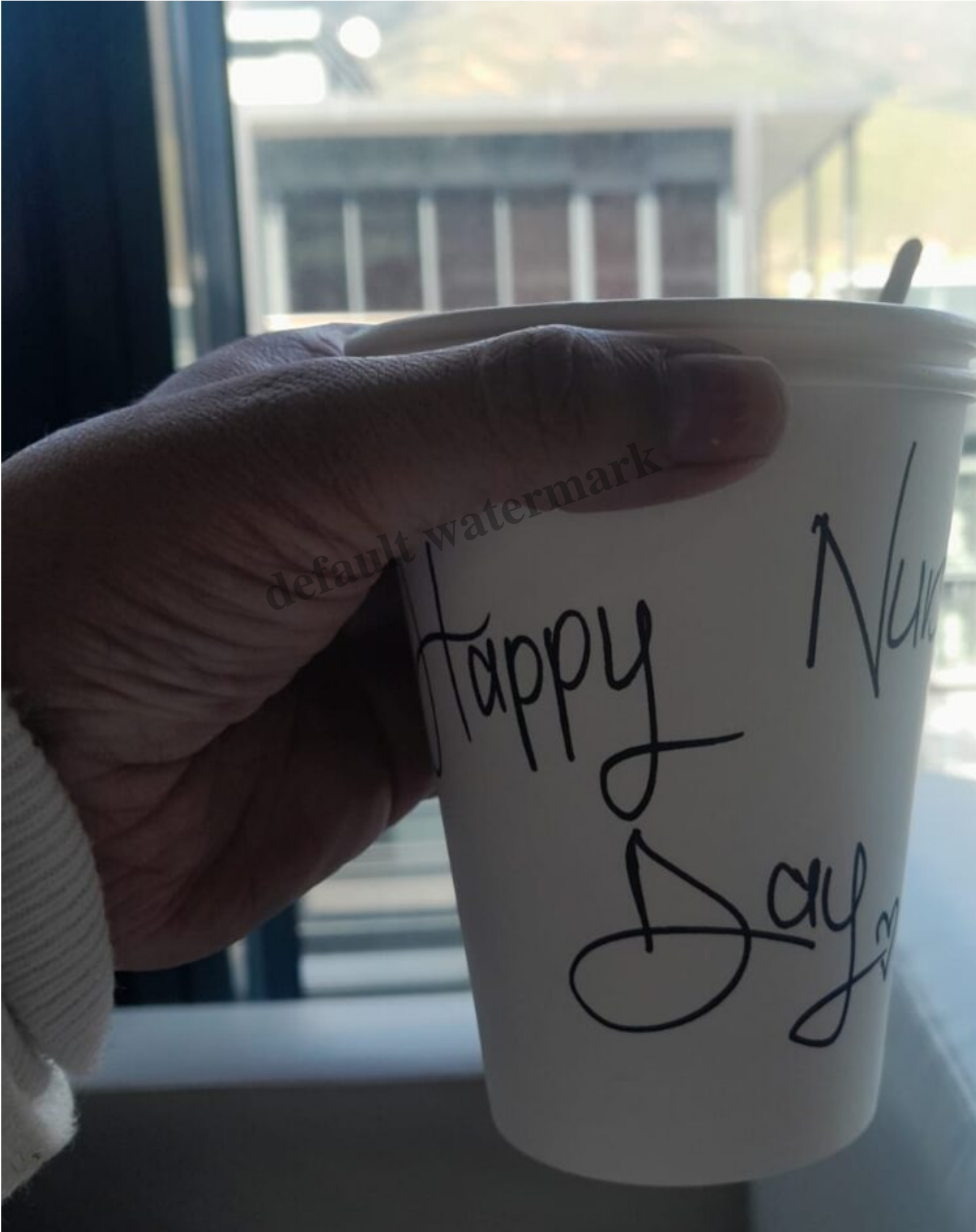


## Why this matters

The pilot supports our broader strategy to:

- **Identify high-cost cases early**, enabling timely interventions.
- **Reduce dependency on hospital admissions** by managing complex cases proactively.
- **Shorten the length of stay (LOS)** without compromising patient outcomes.
- **Optimise scheme costs** while maintaining high standards of care.

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By strengthening care coordination, we are not only improving individual patient journeys but also contributing to the resilience of our healthcare system and the economic well-being of our communities.

### **A moment of reflection and recognition**

International Nurses Day served as a powerful reminder of the vital role nurses and care coordinators play in the healthcare ecosystem. Through their unwavering commitment, they continue to bridge gaps in care, advocate for patients, and drive innovation in service delivery.

As we move forward with the pilot, we remain inspired by the dedication of our care coordinators and confident in the positive impact this initiative will have on both patient outcomes and organisational sustainability.

### **Category**

1. Our Business

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