COMMUNITY CARE COORDINATION SYSTEMS
Technology Supports

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Community Care Coordination Systems: Core Elements

- Leadership Governance
- Integrator
- Network Resources
- Communicate
- Interoperable Data
- Quality Improvement
- Funding
Inventory Community Service Resources

Identify Consumer Health-related Social Needs

Report and Analyze Data

Health Information Exchange

TECHNOLOGY
Core Capacities Defined
Interview and Survey Findings:
Inventory Resources

- Quality – granularity
- Frequent updates
- Maps services to clients
- User satisfaction feedback

100% incorporate existing resource inventories
70% use local 211 databases
80% include detailed information, validate accuracy, map to consumer’s location, update inventory on a schedule set by the vendor
30% allow consumer feedback ratings on quality and satisfaction with referrals
50% allow consumer feedback on accuracy of information
Interview and Survey Findings: Identify Needs

Interviews participants

Some recommend universal approaches – not a screening tool

Some screen at every visit or at intake only or for high risk only

More research/learning to avoid unintended consequences

Technology systems surveyed report

90% allow staff to make a direct referral

100% use an individual screening tool

80% pull from EHR or claims

60% suggest referral needs based on geo-mapping or hot spot data
Interview and Survey Findings: Information Exchange

Interviews participants want:

- Flow of referrals in multiple directions
- Centrally store information and manage secure exchange
- Aggregate data for tracking and reporting

Technology systems surveyed report:

- 80% allow health care staff to refer
- 60% allow community organizations to refer to others

Most screen and refer consumers through a bi-directional referral process
Interview and Survey Findings: Report and Analyze Data

**Interviews participants want:**
- Community and population level data
- Identify capacity gaps
- Quality improvement effort

**Technology systems surveyed report**
- 90% provide aggregated data on referral and services
- 90% provide a dashboard
- 60% display data from referring and referral entities
- 80% allow adaptation of dashboard
Financing Accelerators: A Patchwork of Public and Private

Public Sector Accelerators
- State Innovation Models (SIM) and Accountable Health Communities (AHC)
- Section 1115 Medicaid waivers and State Plan Amendments
- State policy incentives: Accountable Care Organizations, value-based payments, delegated models, and global budgets

Private Sector Accelerators
- Foundation Investments
- Health System Investments
- Hospital Community Benefit
- Venture Capital Investment
## Challenges to Adoption

<table>
<thead>
<tr>
<th>Challenge</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Social service capacity</strong></td>
<td>Short-term funding with direct service focus and little funding for infrastructure</td>
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<td><strong>Collaboration</strong></td>
<td>Lack of dedicated funding for a backbone/integrator</td>
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<td><strong>Privacy, security, and data governance</strong></td>
<td>Consent, access to information, data use agreements and data governance</td>
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<td><strong>Data exchange</strong></td>
<td>Communitywide and centralized approach to HIE as best practice</td>
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<td><strong>Defining value</strong></td>
<td>No shared framework for success; No unifying communication; No articulated business case for root causes of health</td>
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Recommendations: Federal Opportunities

- Align Strategic Leadership to Accelerate Spread
- Move Federal Transformation Initiatives Farther Upstream
- Offer Federal Guidance to Leverage Existing Flexibility and Encourage innovation
Recommendations: State-level Opportunities

- Fully Utilize Medicaid Managed Care at the State Level
- Facilitate Cross-sector Data Exchange at the State
- Increase State Funding to meet Health-Related Social Needs and Services
Recommendations: Additional Levers to Accelerate and Sustain

- Examine and Adapt Quality Levers
- Incorporate Health-related Social Needs in Public and Private Procurement
- Staying Power and Multi-Dimensional Support from Private Funders
Vendors And Technology Platforms Surveyed

- Aunt Bertha
- FindConnect
- Healthify/Purple Binder
- Health Leads Reach
- NowPow Pathways HUB Connect
- MiPathways Data System
- Pieces Iris
- Unite Us
- Vision Link Community OS