



Overview



- **Why Social Determinants of Health? Why now?**
- **Describe the work alignment for different programs within the State Innovation Model**
- **Overview of Community Connections HUB Teams**
- **Review the web enabled screening and referral tool**
- **Pilot process**

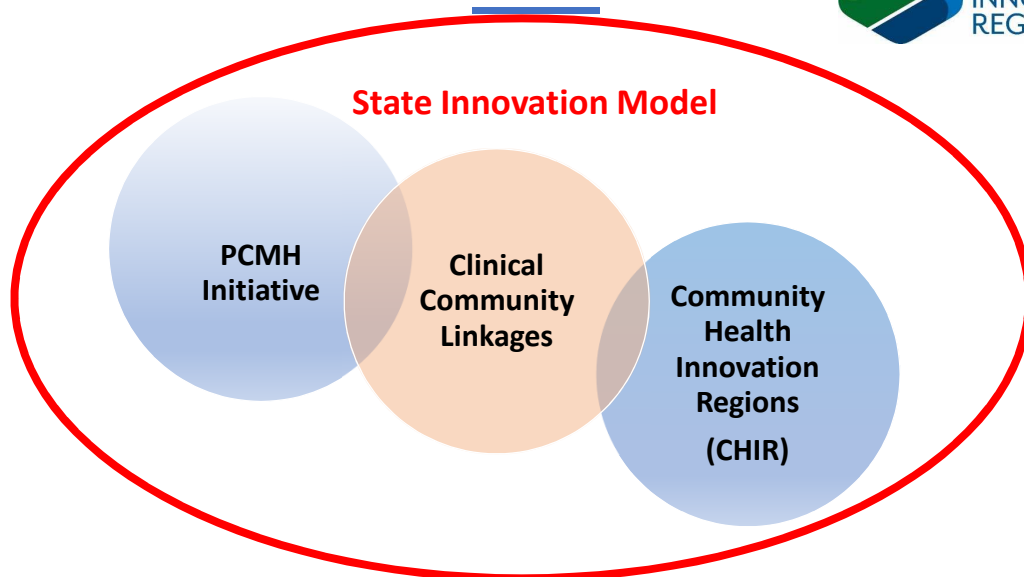
Social Determinants of Health: Why the big push?



- Clinical care delivery accounts for 10-20% of health outcomes
- 50-60% attributed to social and environmental factors**
- * Centers for Disease Control: NCHHSTP Social Determinants of Health
<https://www.cdc.gov/nchhstp/socialdeterminants/faq.html#b>,
accessed 8/21/2017
- Fee-for-service to fee-for-value transformation

How can we impact quality of care and cost without addressing Social Determinants of Health?

Common Work: PCMH and the CHIR



Community Clinical Linkages:

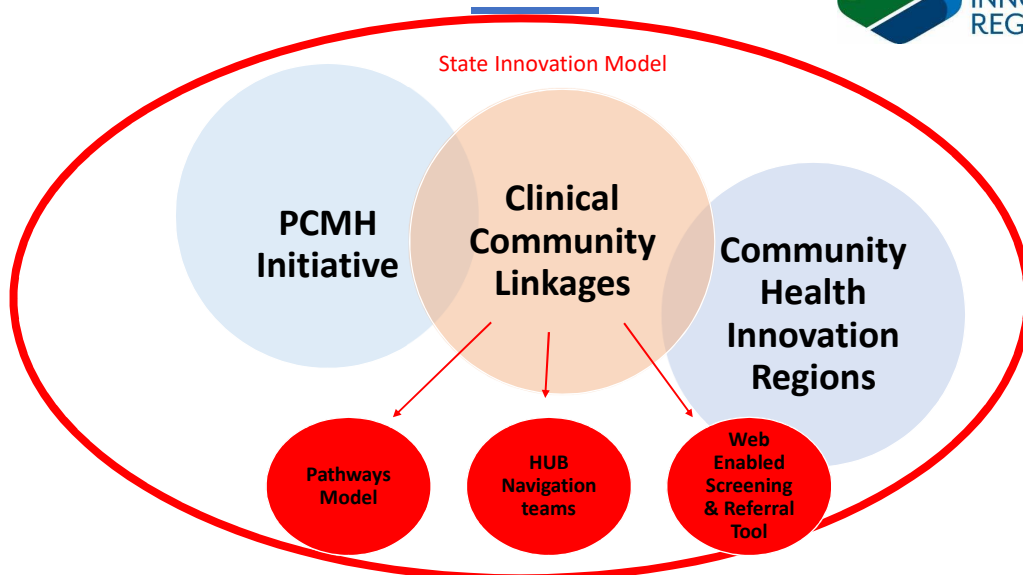


From inception the NMCHIR believed that in order to have an effective Link between community services and the clinical environment there were a couple of key pieces:

- standardized process by which individuals with needs are screened
- **ability to electronically exchange data related to needs and referrals**
- aggregation of data across different disciplines addressing social determinants of health



Common Work: PCMH and the CHIR



Community Connections:

the name of the resource developed to take referrals and assist individuals in being able to meet their basic needs

- Standardized way to assess individuals for unmet health related social needs (questions provided by the state)
- Information sharing
 - web enabled screening and referral tool
- Navigation teams to assist complex patients
- Evidence based approach – Pathways community HUB
- Practice integration and collaboration

Community Connections HUB Navigation Teams:



Community Connections HUB Team

- Intake Worker/HUB Call Center
- Community Health Worker, Certified
- Social Worker
- Registered Nurse
- HUB Coordinator



HUB Locations

The 3 Community Connections HUBs and the counties that they will serve

- **Northwest Community Connections HUB:**
serving individuals living in Antrim, Charlevoix and Emmet counties
- **Grand Traverse Community Connections HUB:**
serving individuals living in Grand Traverse, Benzie and Leelanau counties
- **District 10 Community Connections HUB:**
serving individuals living in Manistee, Wexford, Missaukee, and Kalkaska counties

Benefits of Web Based Tool

- Standardized process
- Patient confidentiality
- Information sharing across the region
- Decreased administrative burden
- Tool is built to accommodate growth in information and sharing needs across multidisciplinary team and expansion for the future

Web Enabled Screening and Referral Tool:

- <https://test-screening.nmchir.org/#/user-screening/language-selection>



Where are we now?

- HUB teams up and running
- Tool being piloted in 7 practices
- Pilot started 10/23/2017
- AND EVERYTHING WORKS PERFECTLY !!!

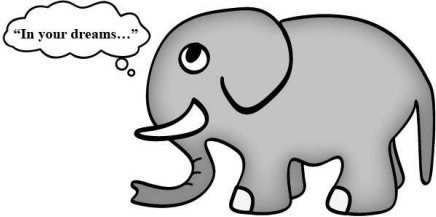


Not Reallybut I thought I would try

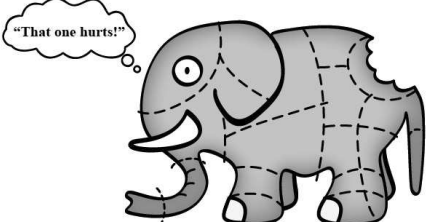
- The good news:
 - 159 screenings since October 24th/ 7 practices
 - 87 individuals identified needs
 - 47 individuals referred themselves to the HUB for assistance
 - All practices using PDSA cycles and huddles to rapidly improve the process and identify areas of concern
- The not so good news:
 - New softwareso there is always a learning curve
 - Change is difficult
 - Technology not always cooperating



How to Eat an Elephant?



"In your dreams..."



"That one hurts!"

One bite at a time.

- **This is a pilot.....a starting place only**
- **Understand how this type of tool can be used across the spectrum of patient care areas**
- **Feedback will make this tool and processes better**
- **These are very complex problem that simple solutions will struggle to address fully**

Change vs. staying the same

- Is the process that we have now meeting our patient's needs?
- Is the process we have now meeting our needs?
- How about our needs in the future?



Timeline:

- **through mid December 2017**

- Pilot web enabled screening and referral tool with 7 PCMH practices
- Identify software and process fixes
- Refine the PCMH practice education process

- **Mid December'17 – End of December'17**

- Software fixes and educational material updates based on feedback from pilot

- **December 2017**

- Start roll out to remaining PCMH practices involved in SIM
- Phase 2 developments

Thank You!

Any

Questions??????