Community Based Collaboration to Address Social Needs

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FASST Team
Community Based Organizations as members of the care team
CRISP Infrastructure to Help Demonstrate Value
Success & Challenges
Key tips for Community Based Collaboration
FASST: Food Access And Support Services Team
FASST

A collaborative multi-year project that aims to improve health outcomes, reduce cost, and improve health equity for safety net populations by addressing social needs.
**Problem**

- Healthcare utilization among people with social needs is disproportionate and costly
- Competing tech platforms and “free” referral networks exist but are not attached to funding
- More unactionable than actionable referrals common
- Negotiation of price and contract terms is challenging
- Payment is limited without dedicated funding
- Difficult to scale due to limited referrals & resources

**Origin**

- Summer of 2019: Community-based organizations convene
- Mapped a collaborative solution to create broad impact on social needs for the vulnerable populations
- Proposed a project to design an adaptable procurement and service system
- Focused on connecting people to our organizations more efficiently
- Weinberg, Stulman, Abell, and Blaustein Foundations generously funded the proposed project

**Vision**

- Create a value-based model of care that results in large-scale community impact
- Identify the highest risk populations, and better address their needs
- Strengthen CBOs ability to effectively interact with health care
- Close the equity gap by targeting services to those who need it most
## Goal
- Develop a technology system to:
  - Improve health outcomes & reduce costs
  - Refer patients & pay for services
  - Increase the number of actionable referrals
  - Deliver the right services to the right people at the right time
  - Simplify the process & make it easy to use.

## Process
**Collaboration:**
- food & supportive services
- broad service offerings
- service across the life span
- broad geographic reach
- Outline value proposition, cost, & ROI
- Research pilot and demonstration projects in other areas
- Learn from the existing technology and infrastructure (CRISP)
- Identify test partner

## Result
- FASST is established
  - Builds CBO experience & expertise
  - Delivers essential services targeted to reduce food insecurity and improve health
  - CRISP joins as a partner
  - Creates a centralized system that allows for simplicity in a nuanced CBO world
  - Identifies patient social needs and matches solutions to service needs
  - UMMS leads the way
Community Based Organizations as Members of the Care Team

Adapted from Center for Health Care Strategies, Inc; Community Care Teams Services Approach
Whole-Person Record Includes CBO Data

*** Patient consent or BAA with HIPAA covered CRISP Participant
Goal: Capture all relevant social needs data and share it with appropriate members of the care team.
Goal: Allow the Care Team to understand all the social services and resources patients are receiving outside of the clinic or hospital.
Social Care Intervention Data Across the Care Team

Referral History
Community Health Worker
Date Updated: 2021-11-18

Referral Sender
- **Referring Provider**: Betty Test
- **Referring Provider Organization**: Jal Medical System
- **Referring Provider Phone**: Not Provided
- **Referring Person**: Doctor Who
- **Referring Person Organization**: Cheasapeake Regional Information System for our Patients
- **Referring Person Email**: referrals@crisphealth.org

Referral Recipient
- **Organization**: Meals on Wheels
- **Program**: Home Delivered Meals
- **Program Description**: Generic Program Description 8
- **Referral Coordinator**: Evan
- **Referral Coordinator Phone**: 333-555-5555
- **Referral Coordinator Email**: solange@crisp.org

Referral Recipient Updates
- **Date**: 2021-11-18
- **Note**: Test referral data 1
Communicating Value to Healthcare

Pre/Post Analysis
Analysis of 12 Months of Visits Before and After the Enrollment Date

The analysis is based on admissions before and after the enrollment date. Please select the number of months, the types of visit to include in the analysis and sorting order for other hospitals. Depending on the number of months selected, some participants might not be included in the analysis, if they do not have data for the entire period before and after the analysis. Number of Members with data for the analysis shows, the number of members that are included in the report for a given selection.

All Hospitals

<table>
<thead>
<tr>
<th>Before</th>
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Number of Members in the Panel
197

Number of Members with Data for Analysis
197

Number of Members with Visits during Analysis Period
117
# Lessons Learned

## Collaboration with Healthcare is Complicated and Adds Cost
- HIPAA compliance – staff training and IT
- Insurance – increased liability and cybersecurity
- Business Associates Agreements – legally complex and time-consuming

## Collaboration is Difficult
- CBO workload and competing priorities
- Schedule coordination
- Deadlines and accountability
- Leadership

## Success Is Built Over Time
- Trust, discomfort, flexibility and creating space for conflict is essential
- Focus on common goals, common ground, and communicate, communicate, communicate

## Sustainability is still a challenge
- Limited capacity to scale CBO services without better financing mechanism.
- No value-based payment mechanism at scale, yet.
Questions?

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