



CRISP

Community Based Collaboration to Address Social Needs

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Agenda

- 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

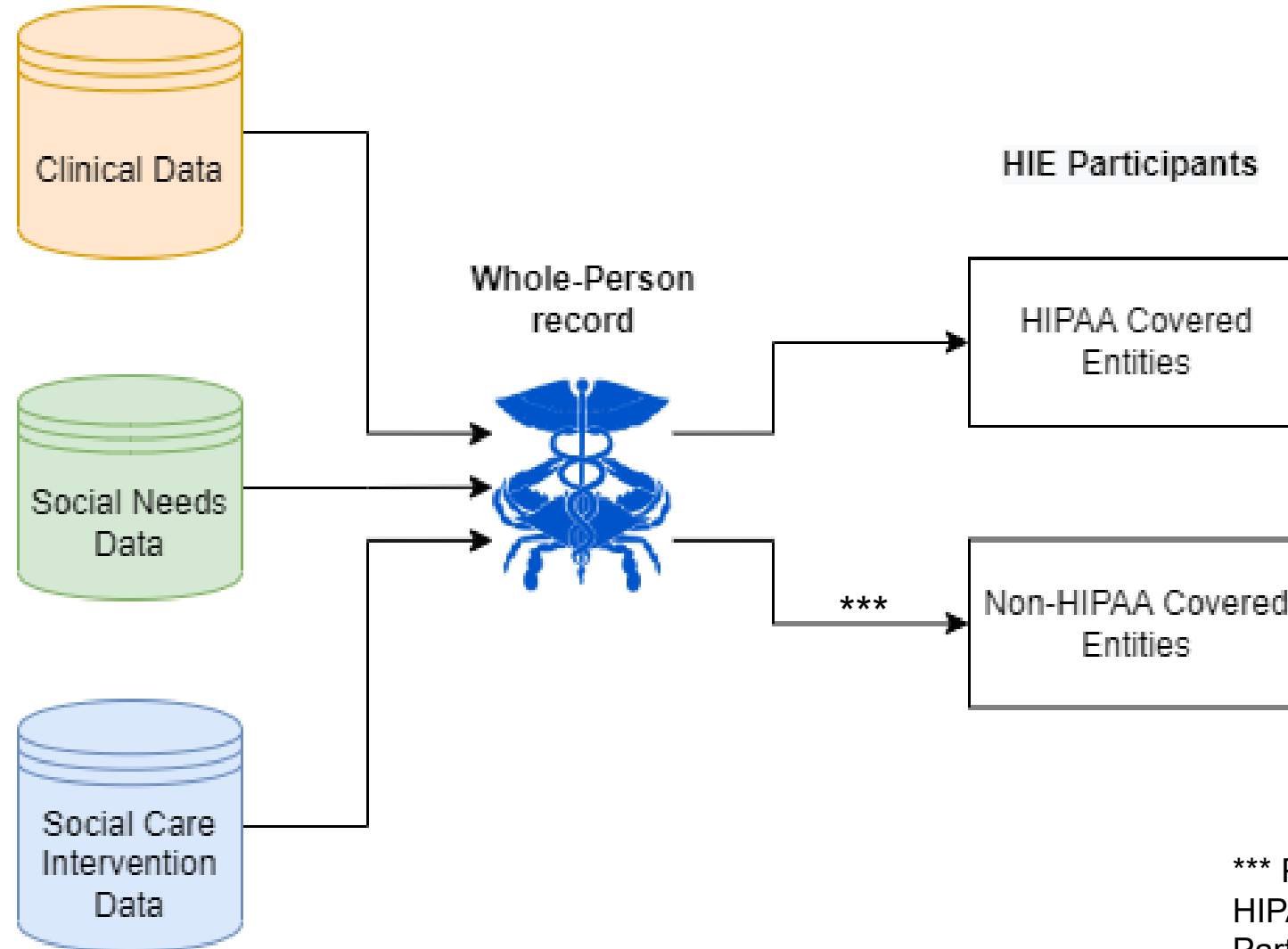


Community Based Organizations as Members of the Care Team





Whole-Person Record Includes CBO Data



*** Patient consent or BAA with HIPAA covered CRISP Participant



Social Needs Data

Goal: Capture all relevant social needs data and share it with appropriate members of the care team.

The screenshots illustrate the workflow for capturing and viewing social needs data:

- Menu:** A sidebar menu lists various data sources, with 'SOCIAL NEEDS DATA' highlighted in blue.
- Patient Profile:** Displays patient information for Gilbert Grape (Male, Jan 1, 1984, Probable) and a table of recent assessments.
- Assessment Detail:** Shows a detailed view of an 'AHC Screening' assessment from 2020-02-15, including questions about housing and food needs.

Date	Source	Description
2021-03-19	JHHREL	AHC Screening
2021-03-19	JHHREL	CMS Screening
2020-02-15	JHHREL	AHC Screening
2020-02-15	JHHREL	CMS Screening

Assessment Detail: AHC Screening (2020-02-15)

Housing

What is your living situation today?

I have a steady place to live

Think about the place you live. Do you have problems with any of the following?

Mold

Lead paint or pipes

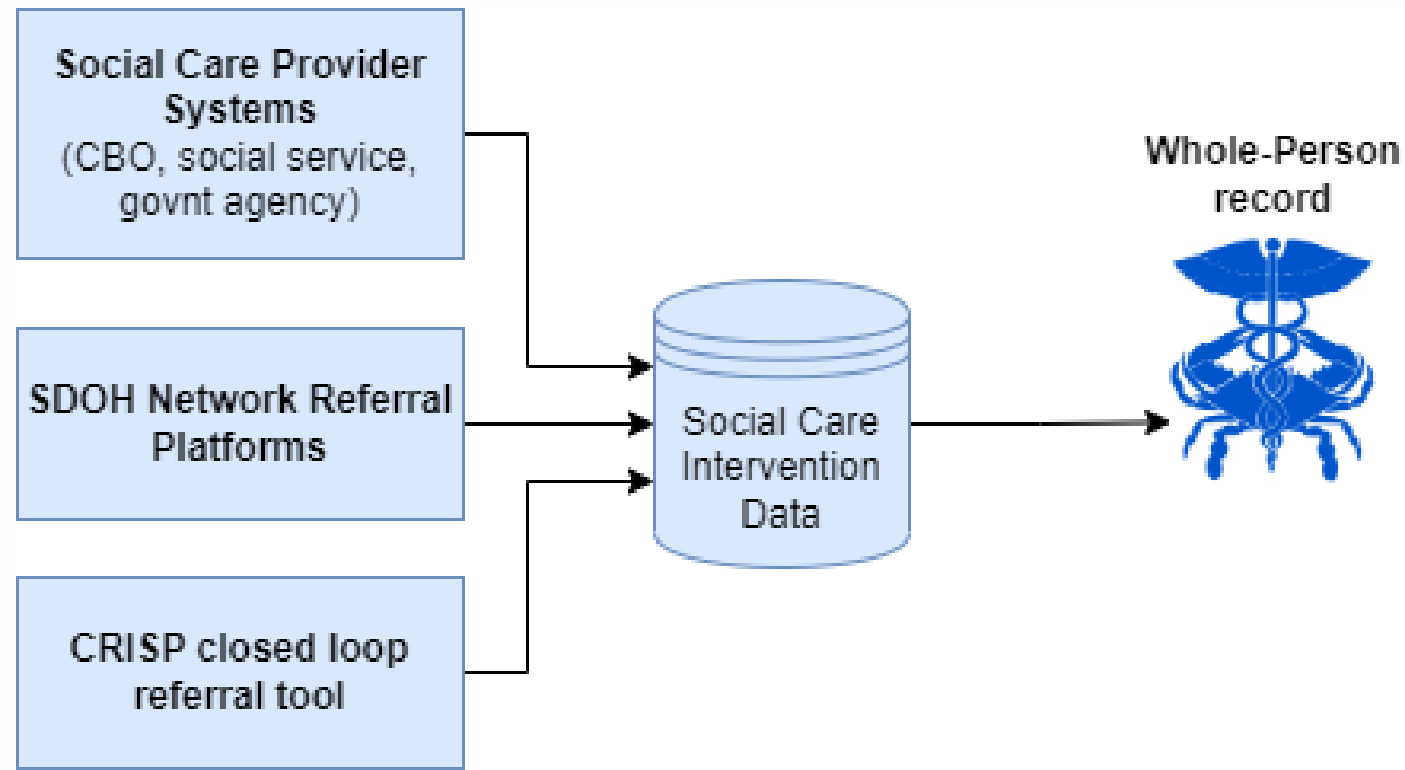
Food

Transportation



Social Care Intervention Data

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

ANNA CADENCE
Female | Nov 16, 1981

CONDITIONS REFERRAL HISTORY

Referral History

Date of Referral	Program Name	Status	Last Updated
2021-11-18	Meals on wheels	Pending	2021-11-18
2021-11-24	WIC	Pending	2021-11-24
2021-11-24	Moveable Feast Medical Nutrition Program	Pending	2021-11-24
2021-11-24	HCAM	Pending	2021-11-24
2021-11-24	Prescription assistance	Pending	2021-11-24

Referral History

Community Health Worker
Date Updated: 2021-11-18

Referral Sender

Referring Provider: Betty Test
Referring Provider Organization: Jai Medical System
Referring Provider Phone: Not Provided
Referring Person: Doctor Who
Referring Person Organization: Cheasapeake Regional InformationSystem 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



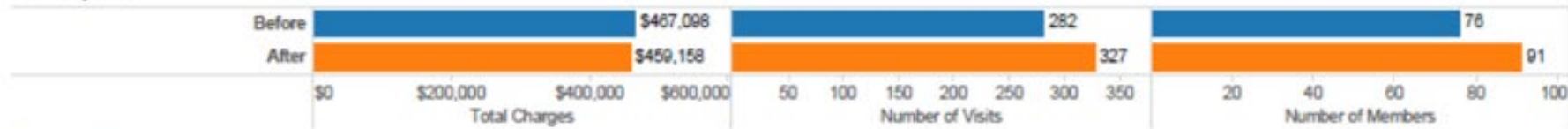
Communicating Value to HealthCare

Pre/Post Analysis

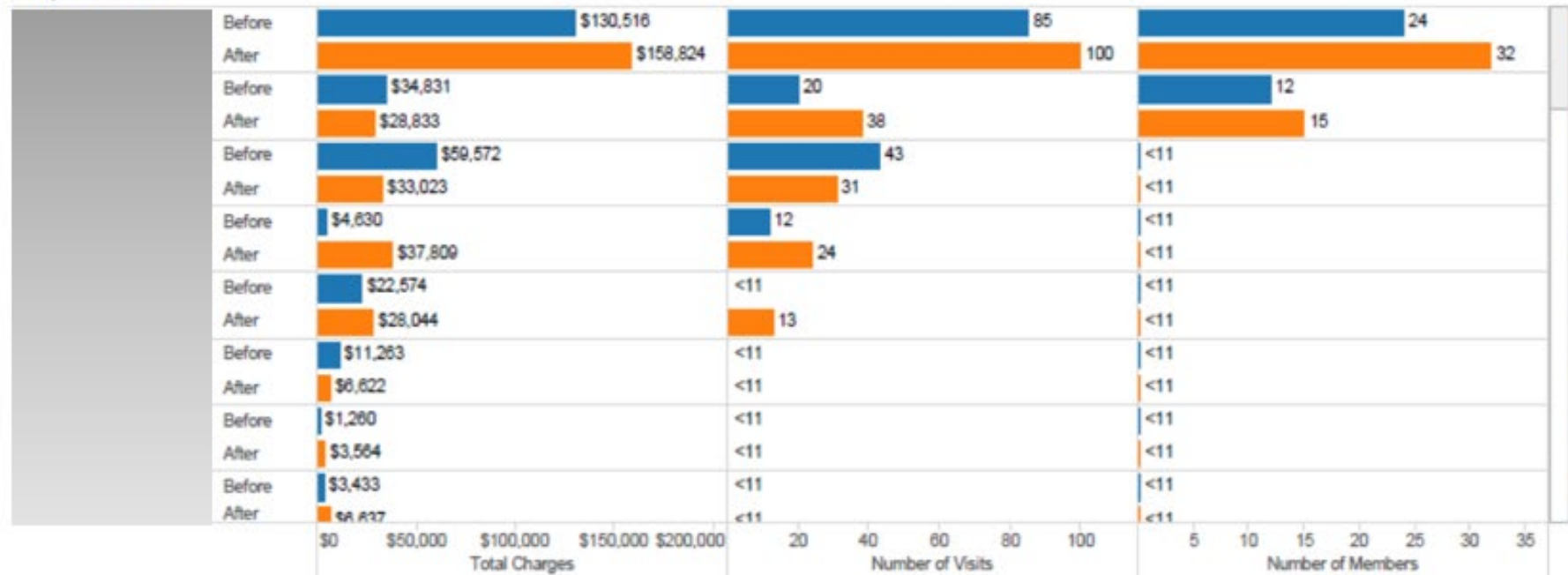
Analysis of 12 Months of Visits Before and After the Enrollment Date

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



Hospital Details



Total Number of Members in the Panel

197

Number of Members with Data for Analysis

197

Number of Members with Visits during Analysis Period

117

Before or After Enrollment

Before After

Most Recent Payer
All

Time Period
12 Months

Visit Type
All

Sorting Option
Total Visits - After Enrollment

Hospital Name
All

Program Name
Test Panel Program (2)

Chronic Conditions
All Patients

N/A

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.



CRISP

Questions?

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