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

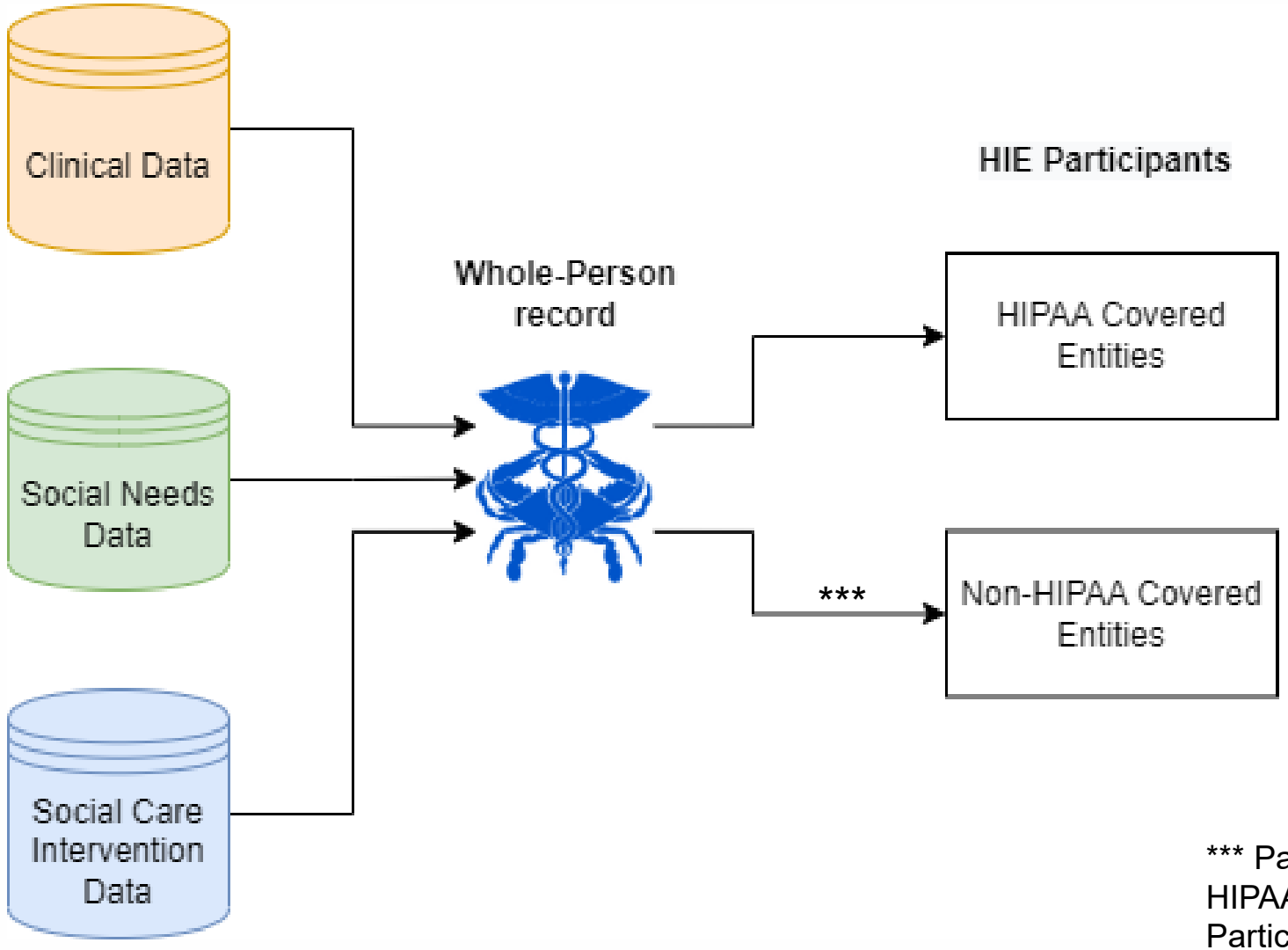
FASST is established

- 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

Adapted from Center for Health Care Strategies, Inc; Community Care Teams Services Approach

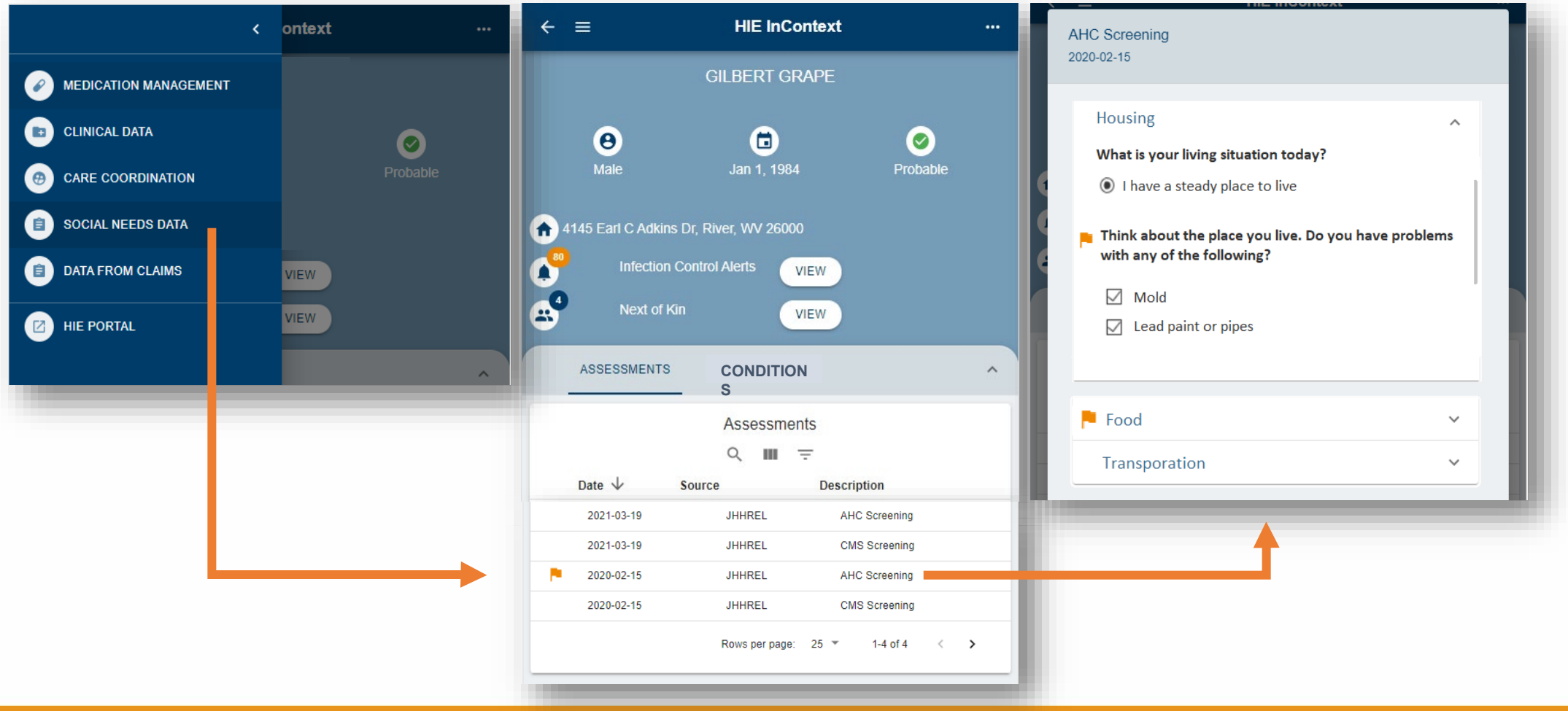
Whole-Person Record Includes CBO Data



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

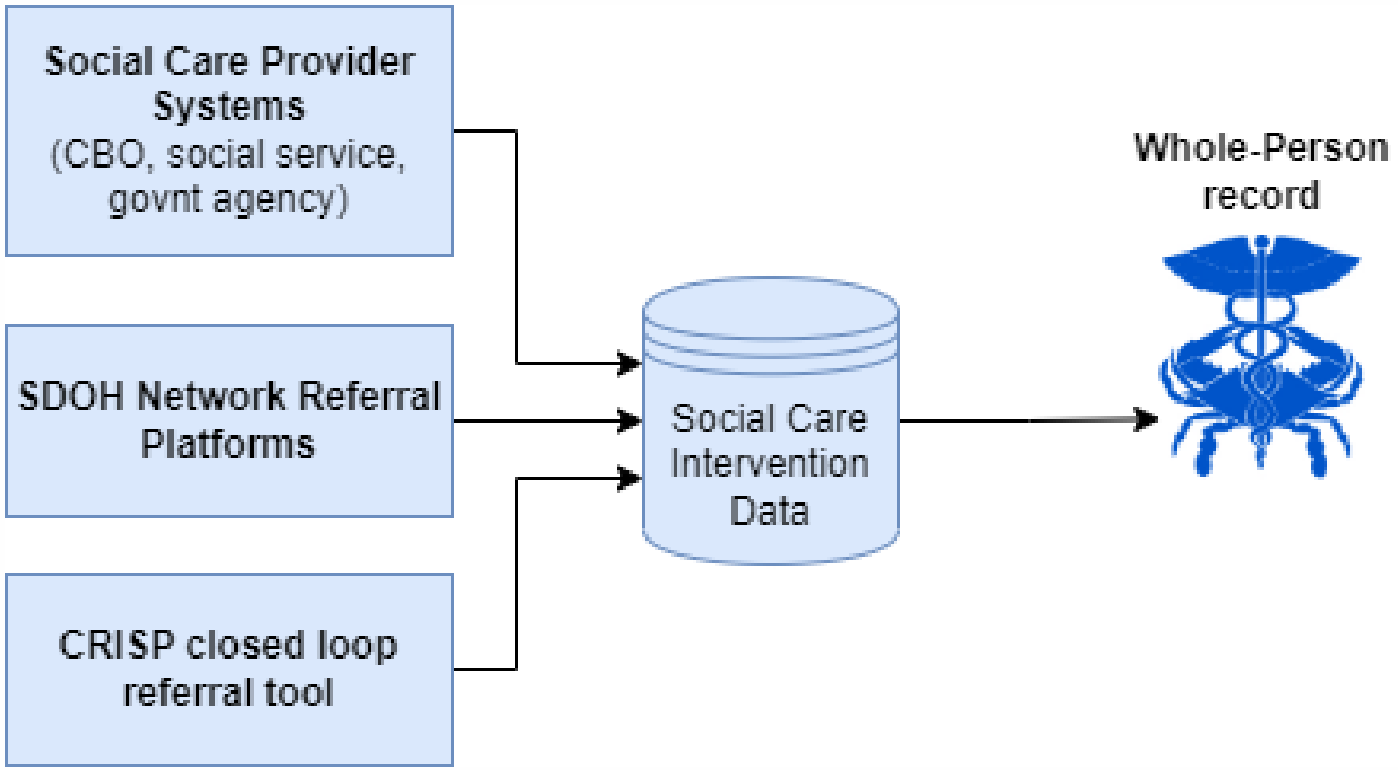
Social Needs Data

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

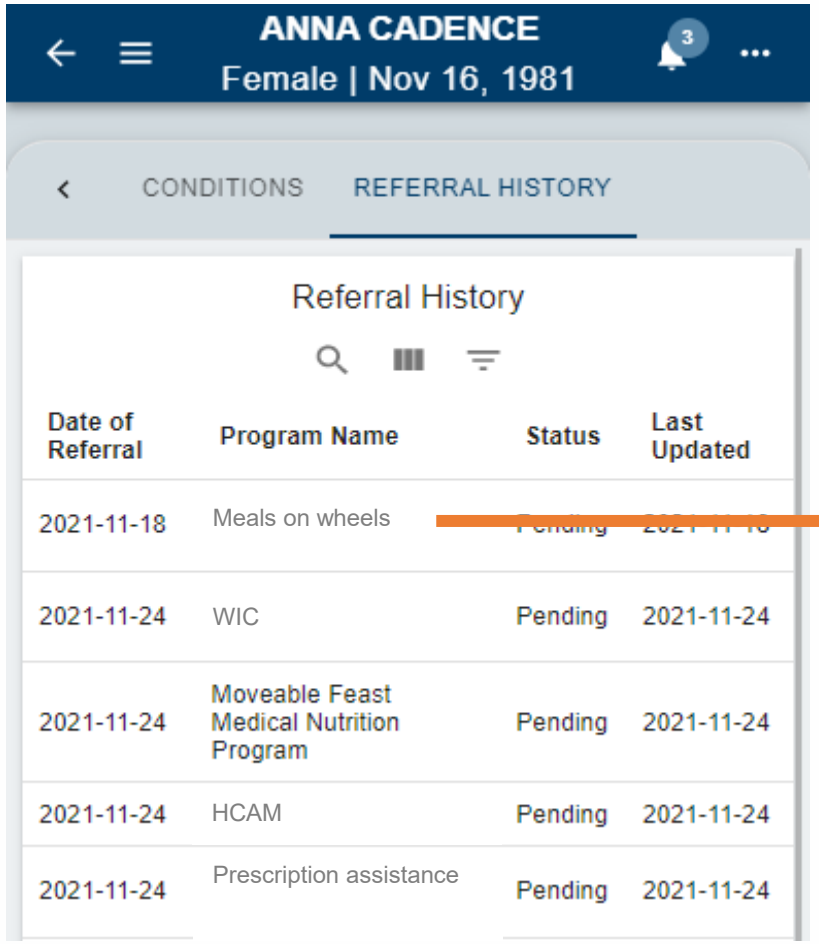


Social Care Intervention Data

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



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

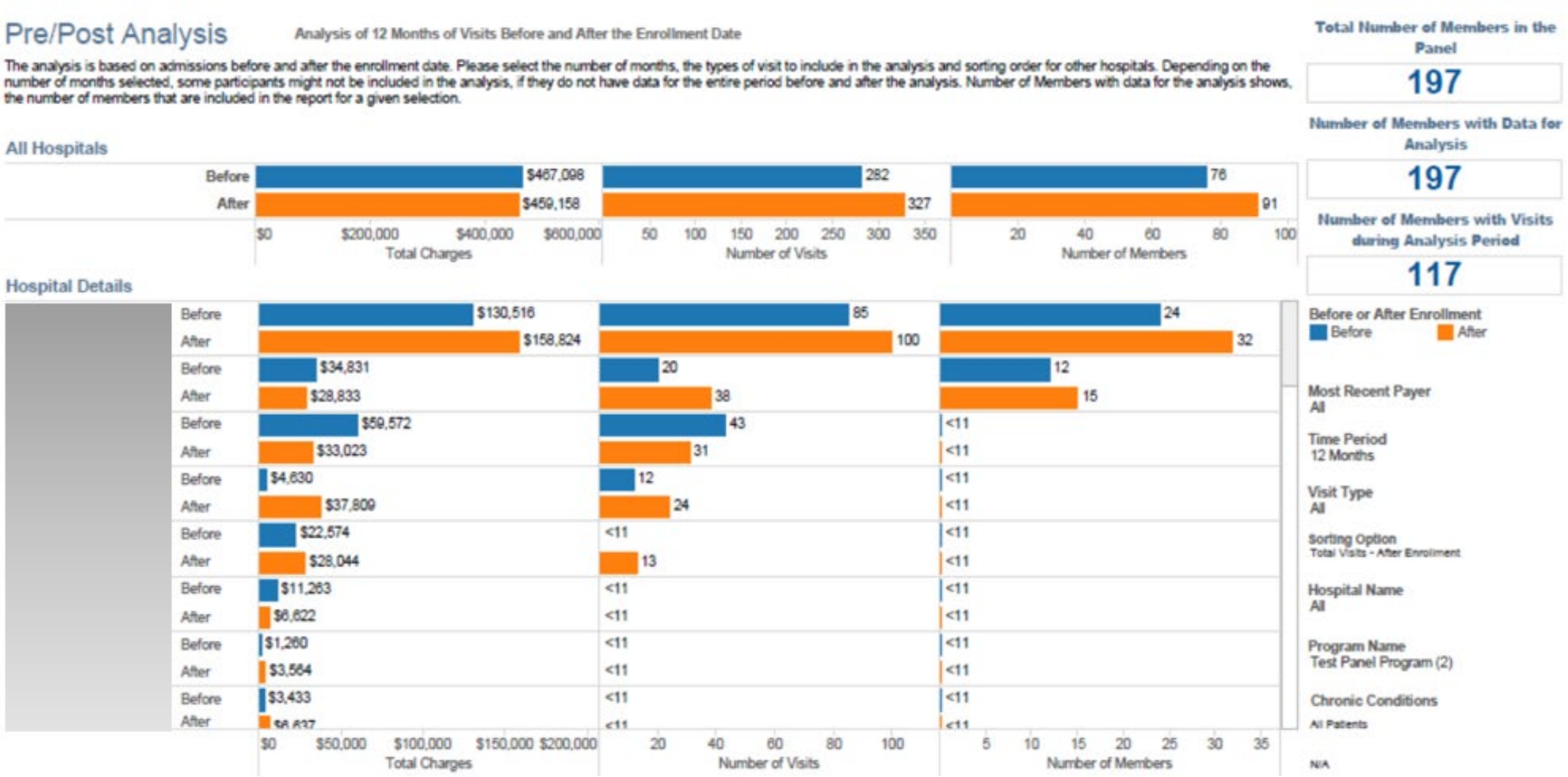
Referral Coordinator Email: solange@crisp.org

Referral Recipient Updates

Date: 2021-11-18

Note : Test referral data 1

Communicating Value to HealthCare



Lessons Learned

Collaboration with Healthcare is Complicated and Adds Cost	Collaboration is Difficult	Success Is Built Over Time	Sustainability is still a challenge
• HIPAA compliance – staff training and IT • Insurance – increased liability and cybersecurity • Business Associates Agreements – legally complex and time-consuming	• CBO workload and competing priorities • Schedule coordination • Deadlines and accountability • Leadership	• Trust, discomfort, flexibility and creating space for conflict is essential • Focus on common goals, common ground, and communicate, communicate, communicate	• Limited capacity to scale CBO services without better financing mechanism. • No value-based payment mechanism at scale, yet.

Questions?

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