COMMUNITY CARE COORDINATION SYSTEMS
Technology Supports

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Nemours. Children’s Health System
NEMOURS BY THE NUMBERS

1,498 HOURS OF CUDDLING PROVIDED BY OUR NICU VOLUNTEERS

410,000 CHILDREN CARED FOR IN 2017 ACROSS NEMOURS CHILDREN’S HEALTH SYSTEM

Nemours CareConnect NOW AVAILABLE: AT HOME AT SCHOOL ON VACATION

Putting Families First

INNOVATION

COMMUNITY

PATIENT CARE

RESEARCH

PREVENTION & ADVOCACY

EDUCATION

Nemours Faculty Published 354 PAPERS & DELIVERED 454 RESEARCH AND EDUCATIONAL PRESENTATIONS IN 2017

HealthyKidsHealthyFuture.org Has Reached 23,000 ECE PROVIDERS SERVING 1.4 MILLION CHILDREN

24,580 HOURS OF TRAINING DELIVERED BY NEMOURS INSTITUTE FOR CLINICAL EXCELLENCE TO IMPROVE THE SKILLS OF 12,238 PARTICIPANTS

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Community Care Coordination Systems: Technology Supports Resources

- Checklist
- Policy Brief
Key Roles of a Community Care Coordination System

- Operate from an accurate community inventory
- Verify referral and receipt of services
- Assess quality of existing services
- Use data to identify gaps
Community Care Coordination Systems: Core Elements

Leadership & Governance
Integrator
Network Resources
Communicate
Interoperable Data
Quality Improvement
Funding
Closed Loop Technology Program Elements

- Inventory community resources
- Identification of consumer needs
- Electronic, bi-directional referral process
- Report and analyze data
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.
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 and learning needed

Technology systems surveyed report
90% allow staff to make a direct referral
80% pull from EHR or claims
100% use an individual screening tool
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
## Challenges to Adoption

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