

Health-Related Social Needs (HRSN)

Session 5: Collaborating with Community Based Organizations January 10, 2024

Pooja Kothari, RN, MPH
Laura Benzel, MS, BS, CSSGB
Health Equity Leads



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- A federally-funded Medicare Quality Innovation Network – Quality Improvement Organization (QIN-QIO) in contract with the Centers for Medicare & Medicaid Services (CMS)
- 12 regional CMS QIN-QIOs nationally

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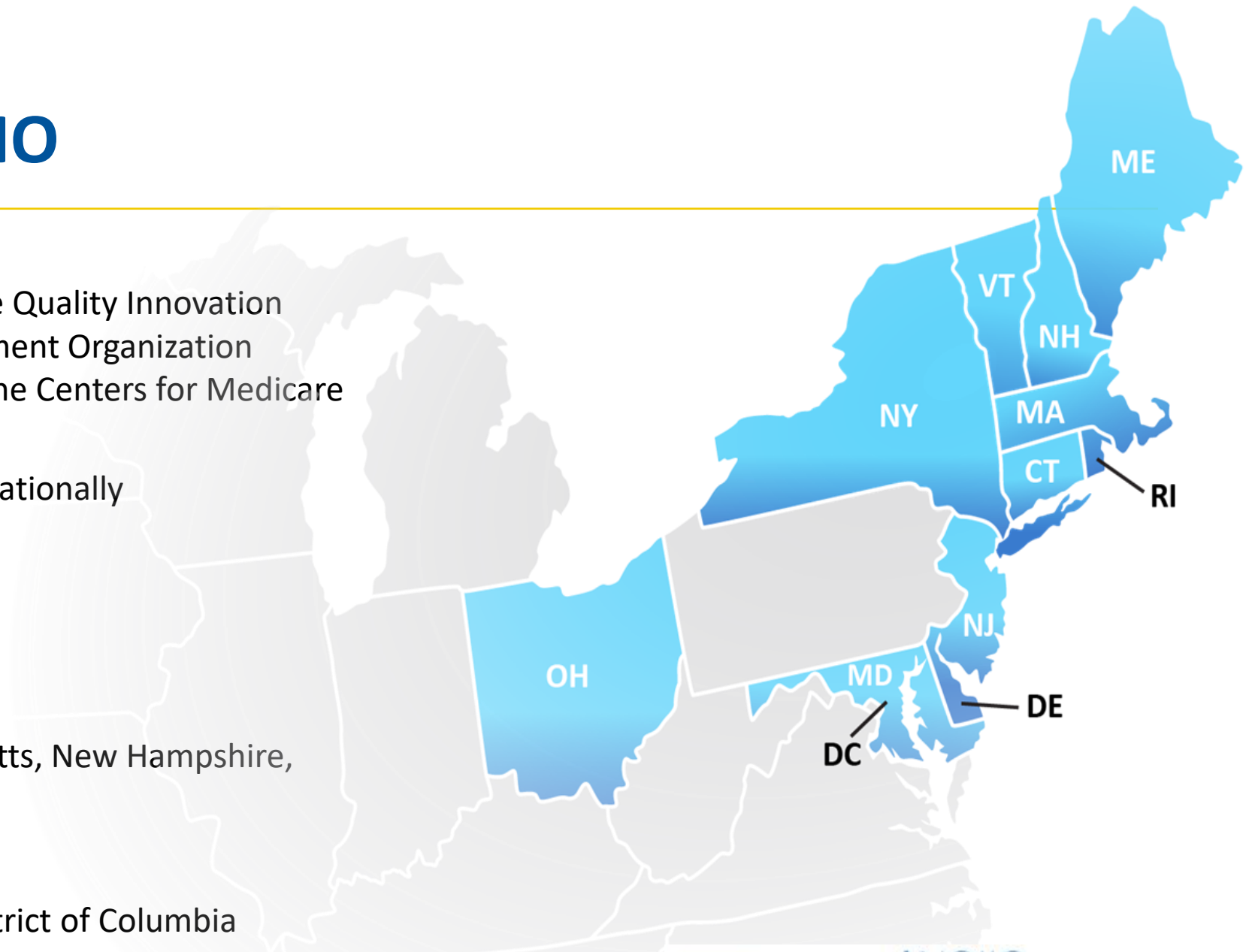
New York, New Jersey, and Ohio

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Qlarant:

Maryland, Delaware, and the District of Columbia



Working to ensure high-quality, safe healthcare for
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- A federally funded Medicare Hospital Quality Improvement Contractor (HQIC) in 12 states
- IPRO collaborates with several organizations to reach hospitals.

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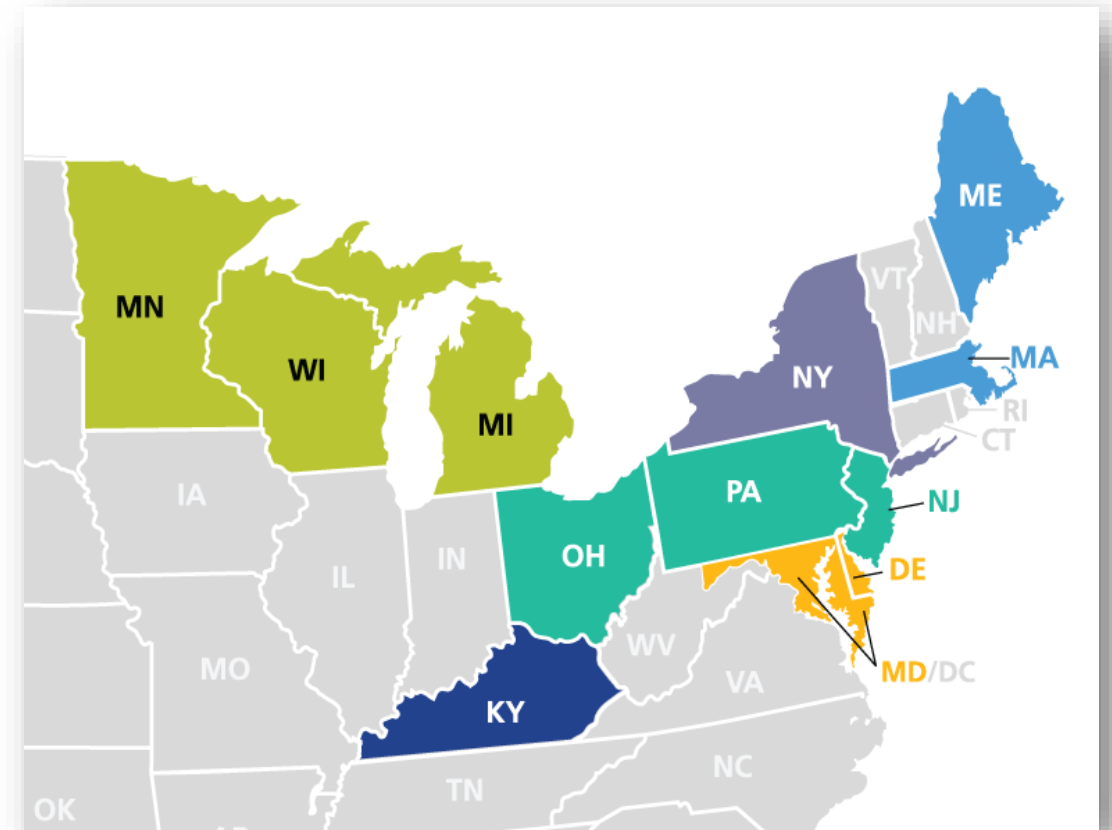
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Today's Session Objectives

- ❖ Share best practices on connecting and collaborating with community-based organizations to close the referral loop
- ❖ Learn from your peers: A conversation with Barbara Nealon, LSW, CHW, SWAC, CCJS, CDVC, Director of Care Transitions, Heywood Hospital



Introductions



Share your **name, title, organization** and response to:

Share a **health equity goal** for your organization this year



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HSRN Series

Date	Time	Topic
9/13/2023	12:00 – 12:45 PM ET	Reviewing HRSN & the HRSN Measure
10/11/2023	12:00 – 12:45 PM ET	Training Providers and Staff to Screen for HRSN and Educating Patients
11/8/2023	12:00 – 12:45 PM ET	Incorporating Screening Tools into Workflow
12/13/2023	12:00 – 12:45 PM ET	Using Z-Codes to Capture HRSN
1/10/2024	12:00 – 12:45 PM ET	Connecting with CBOs to Close the Referral Loop
2/14/2024	12:00 – 12:45 PM ET	Involving Patients, Families, and Communities to Help Improve HRSN Screening and Referrals

To Register:

<https://ipro.webex.com/webappng/sites/ipro/webinar/webinarSeries/register/6bb8cc607cd74404b38127444d16962d>



Identify the Social Need and Develop Partnerships

Use screening data to better understand your population needs (e.g., transportation barriers, food insecurity).

Map existing stakeholders and gather input from staff, community members, patient and family advisory councils, leadership, etc.

Develop a plan to engage stakeholders and identify roles and shared goals.

Develop communications channels to adjust and improve the process as needed.



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Benefits of a Deeper Established Partnership with a Community-Based Organization

- Address health-related social needs using experts in the community such as persons with lived experiences.
- Avoid duplication of efforts and leverage the strengths of the community.
- Connect with populations that may not be engaged with the healthcare system.
- Provide better access to services by working together with community partners.
- Develop a shared vision and establish goals that can benefit the providers and community-based organizations.
- Share information and knowledge to learn from each other.



Challenges Community-Based Organizations May Face

Lack of capacity to manage the volume of referrals.

Concerns sharing data given privacy and confidentiality.

Lack of system infrastructure and operability that allows for easy sharing of electronic data.

Resource constraints e.g., time, staffing.

Lack of well-established processes to manage feedback loop.



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Community Resource Referrals Vary

Community Resource Guide Cuyahoga County

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MyCareOhio
Connecting Medicare + Medicaid

Molina Healthcare is a health plan that contracts with Ohio Medicaid to provide health care benefits to individuals who qualify. Molina Dual Options MyCare Ohio Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4623. TTY/TDD: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free.

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RESOURCE CONNECTS

Welcome to Resource Connects!
Find community services to support your family, such as help with food, utilities, transportation and more.

Let's get started!

ZIP

Resource Spotlight

- Receive free, 1-on-1 assistance to enroll in public benefits

Nutrition Awareness Month

- PA SNAP Benefits are changing in March 2023, get more information here.
- Philly Powered provides low cost and no cost fitness ideas for the whole family.

Philadelphia & Pennsylvania Resource Lists:

Philadelphia

- Food & Meals
- Emergency Housing
- Housing Counseling
- Internet Resources
- Mental Health Crisis Centers

Pennsylvania

- Utilities
- Unemployment/Job Help
- Public Benefits
- Health Insurance

New Jersey Quick Resource Lists:

- Food & Meals (South Jersey)
- Unemployment/Job Help
- Utilities
- Resources for Babies & Young Children
- Financial Help/Education
- Health Insurance

[COVID-19 Vaccination and Testing Information](#)

[24/7 Hotlines for Immediate Assistance](#)

UNITE NEW JERSEY

Collaborating for a healthier New Jersey.

About Us

Unite New Jersey is a coordinated care network consisting of healthcare, government, nonprofit, and other organizations. These network partners use Unite Us' software to securely identify, deliver, and pay for services that address the needs of individuals within their communities.

The network is supported by Unite Us team members focused on customer and community engagement, network health and optimization, and user support.

Joining the network is at no cost for community-based organizations and many organizations that are considered part of the safety net, like community health centers, tribal clinics, and mental health centers.

[How It Works](#)

Molina Healthcare, "Community Resource Guide," accessed January 5, 2024, <https://www.molinahealthcare.com/~media/Molina/PublicWebsite/PDF/members/oh/en-us/Medicaid/Community%20Resources/Cuyahoga%20County.pdf>

Resource Connects, accessed January 5, 2023, <https://communityresources.auntbertha.com/>

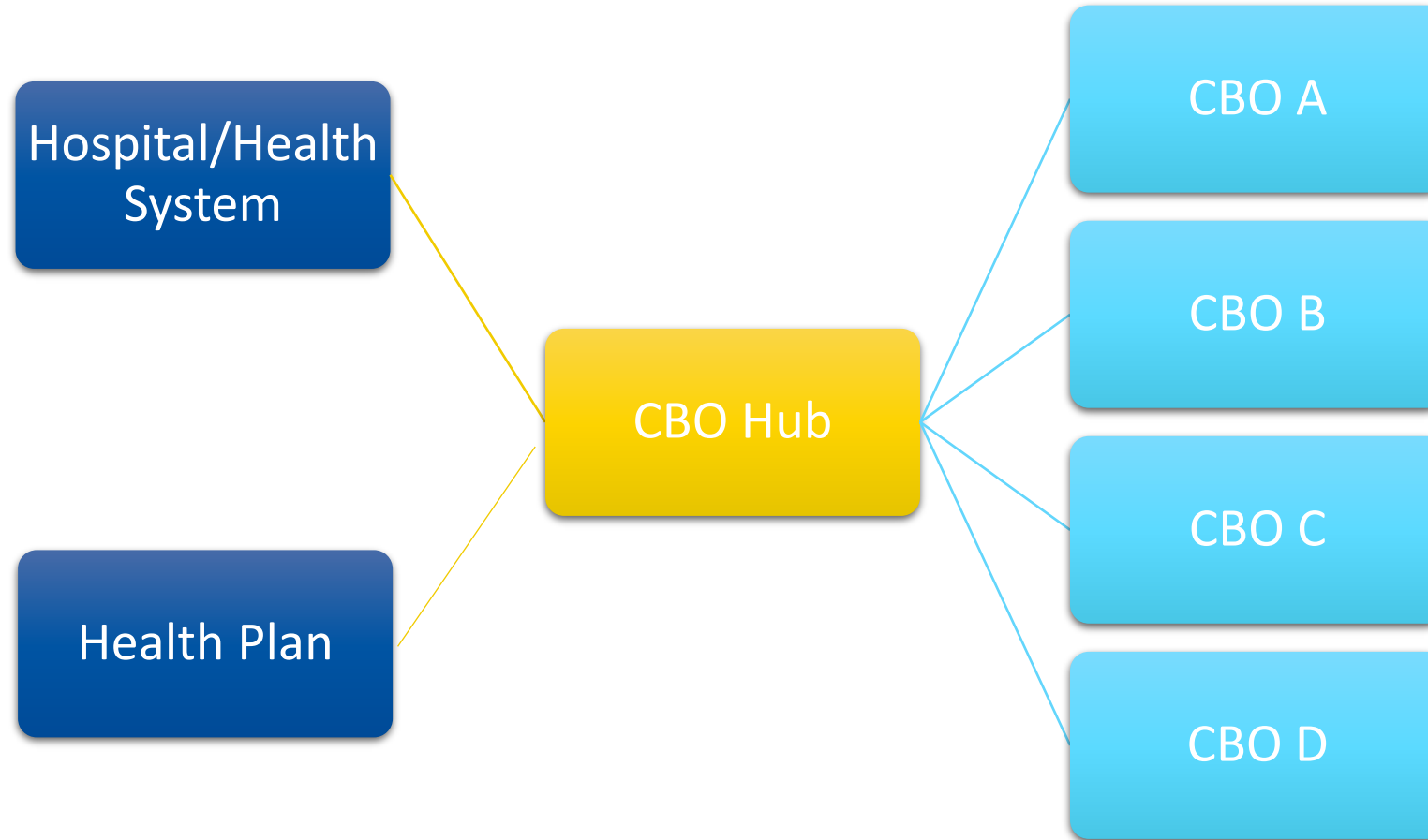
Unite Us, "Collaborating for a Healthier New Jersey," accessed January 5, 2024, <https://uniteus.com/networks/new-jersey/>



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CBO Evolution into Hubs and Networks



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CBO Evolution into Hubs and Networks

- Several examples of CBO networks/hubs have emerged to create a framework for care coordination, data sharing, training, and other functions across CBOs and some provide a single point of access across an entire state/multiple states.
- Benefits can include better financial sustainability, time to align on shared vision and develop mutual processes, invest in interoperable systems and deepen efficiencies to build additional capacity.



A Conversation with Barbara Nealon



Barbara Nealon, LSW, CHW, SWAC, CCJS, CDVC
Director of Care Transitions, Heywood Hospital & Athol Hospital



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Thank You

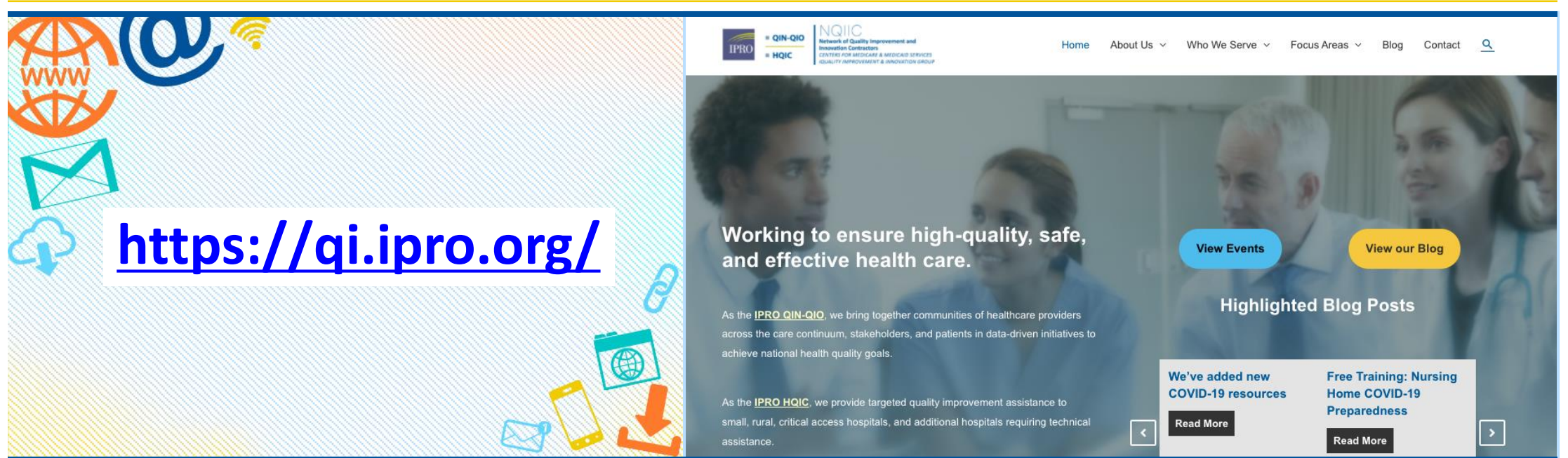
Thank you for your continued partnership and commitment to health equity.



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