KHA Quality Conference

Collaboration Driving Better Outcomes

Kelly Butler, Customer Success Executive
Kelly.butler@pointclickcare.com

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Collaboration Driving Better Outcomes

Connecting Patient Centered Care Information for improved collaboration on your complex patients

Behavioral Health

SUD / MAT

EMS

Ambulatory Clinics

Hospital on Collective

MCOs, Health Plans, & Accountable Care Organizations

Community Services

Post-Acute

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Virginia Community Healthcare Worker Program

ACO with a Community Healthcare Worker (CHW) Program

Received a grant to expand program

Collective Medical provided technological backbone to support program

Tracking patients across care settings

Tracking patients and the required services to achieve their health outcome goals

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CHW Program Workflow

- Patients are referred into the program through multiple sources including hospitals, community providers, claims data, etc.

- They are enrolled in the program and included in the patient eligibility file to Collective Medical

- The CHW works with the patient to identify client needs and develop an action plan. Services are identified and tagged in the system.

- Provide ongoing patient engagement to assist in meeting their needs & goals

- Reporting on key metrics helps to measure efficacy of the program internally and to grant sponsor
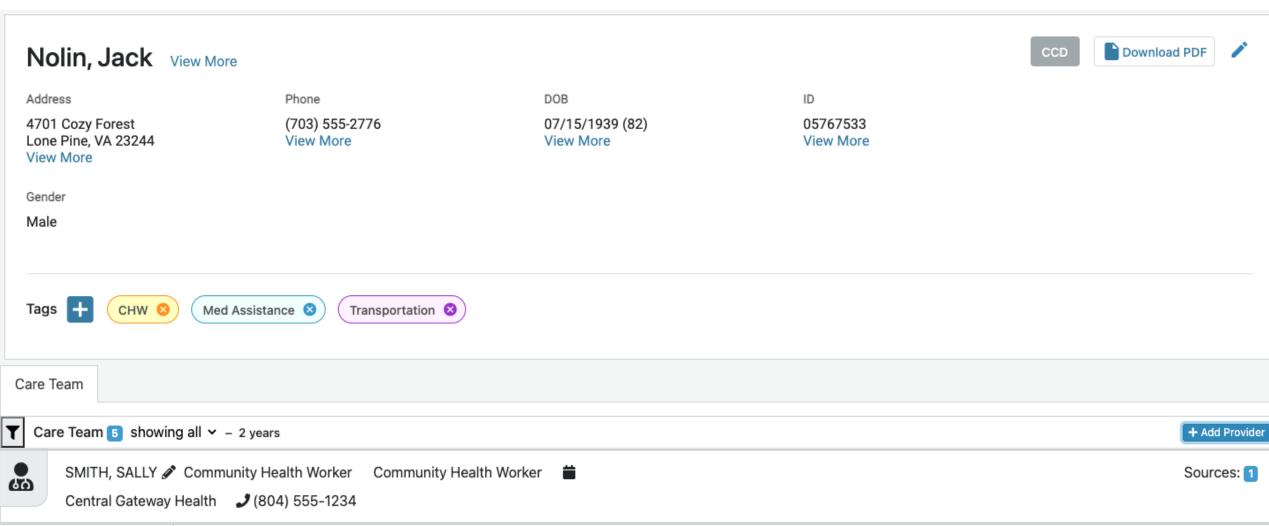
Provide a Wide Range of Services to Patients

Patients may utilize one or more of the services provided to meet their health goals.
Patients can fluidly move in and out of the program as their needs change and evolve over time.

- Transportation
- Dental Services
- Food or Other Sustenance
- Housing or Shelter
- Child Care

- Substance Abuse
- Mental Health Services
- Medication Assistance
- Employment
- Other

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Address

4701 Cozy Forest
Lone Pine, VA 23244
View More

Phone

(703) 555-2776
View More

DOB

07/15/1939 (82)
View More

ID

05767533
View More

Gender

Male

Tags ➕ CHW ⊗ Med Assistance ⊗ Transportation ⊗

Care Team

🔽 Care Team **5** showing all ⌄ – 2 years   ➕ Add Provider

👤 SMITH, SALLY ✏️ Community Health Worker   Community Health Worker 📅   Sources: **1**

Central Gateway Health   📞 (804) 555-1234

Care Team Community Health Worker

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Providing Visibility Across the Care Continuum

- Cohorts allow the CHWs to understand when a patient enrolled in the program presents at an acute care hospital.

- Allows for intervention and timely follow-up as well as reassessment of required services.

  - Patients admitted to the Emergency Department

  - Patients discharged from the Emergency Department

  - Patients admitted for an Inpatient Stay

  - Patients discharged from an Inpatient Stay

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Tracking Outcome Metrics

Outcome Metrics
Number of unique individuals who received grant funded direct services
Number of referrals to program
Number of independent cities/counties served
Number of uninsured received grant funded direct services
Number of people enrolled in public assistance (Medicare, Medicaid) receiving grant funded direct services
Number of people served by age group
Number of individuals referred for each service type
Time from referral to provision of services by type or "graduation"
Number of ED visits by patients enrolled
Number of Inpatient admissions by patients enrolled

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THANK YOU

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