Assessing and Vetting Community Resources

MAY 24, 2022

About MHCC

WHO WE ARE

▶ Independent State regulatory agency

WHAT WE DO

▶ Advance innovative value-based care delivery and health information technology statewide by promoting adoption and use, identifying challenges, and raising awareness through outreach activities

HOW WE HELP

▶ Provide timely and accurate information on availability, cost, and quality of health care services to policy makers, purchasers, providers, and the public

Health Equity Practice Roundtable

► The MHCC convened a Health Equity Practice Roundtable (HE Roundtable) in March with representatives from advanced care delivery practices to identify challenges and opportunities for practices seeking to address key health equity concerns in their communities

► The HE Roundtable aims to advance health equity in ambulatory practices in Maryland through the development of practice resources informed by HE Roundtable feedback

► Next meeting of the HE Roundtable is **June 1, 2022**

► More information and prior meeting materials are available here: mhcc.maryland.gov/mhcc/pages/apc/apc/apc.aspx

Patient Reported Outcomes Measures Roundtable

▶ The MHCC convened a Patient Reported Outcome (PRO) Measures Roundtable in April with payer, consumer, and advanced care delivery representatives to identify challenges and opportunities for practices seeking to implement PRO measures

▶ The PRO Measures Roundtable discussions will inform the development of practice resources

▶ Next meeting of the PRO Measures Roundtable is **June 8, 2022**

▶ Information and meeting materials are available here: mhcc.maryland.gov/mhcc/pages/apc/apc/apc.aspx

Advancing Practice Transformation in Ambulatory Practices Program

▶ The MHCC released an Announcement for Grant Applications in May 2021 to identify a Care Transformation Organization (CTO) to engage eligible primary care and specialty practices (practices) in a practice transformation program (program)

▶ Grant objectives include:

  ▶ Preparing practices to deliver efficient, high-quality care while improving health outcomes

  ▶ Laying the foundation for practices to provide team-based, patient-centered care, and efficient use of health information technology

  ▶ Supporting Total Cost of Care model goals by readying practices to participate in value-based care (VBC) models

Program Overview

▶ In June 2021, MedChi CTO was competitively selected to complete transformation activities

▶ A crucial role of MedChi CTO is providing practice coaching on specific transformation topics and approaches, such as quality improvement and tools to help sequence and manage change essential to succeed in a VBC model

▶ Program milestones:

- Milestone 1 - Readiness Assessment

- Milestone 2 – Workflow Redesign

- Milestone 3 – Training

Learning Network Events

▶ The MHCC convenes peer learning network events in collaboration with local and national health care leaders on topics, such as telehealth, advanced care delivery, and practice transformation

▶ More information on learning network events is available here: mhcc.maryland.gov/mhcc/Pages/apc/apc/apc.aspx

▶ The next event is scheduled for **June 21, 2022,** and will focus on community partnerships that support Long Term Care

Advanced Care Delivery Events

▶ Prior events include:

- Innovative Models for Managing Patient Populations: recording and slides

- Innovative Team-Based Care: recording and slides

- Innovative Value-Based Payment Models: recording and slides

- Advancing Practice Transformation: recording and slides

- Engaging Patients and Family Advisory Councils During COVID-19: recording and slides

Assessing and Vetting Community Resources

Cheryl Gosaguio, LCSW-C
Manager of Community Care Services

Jordan Trumpower, BSN, RN
RN Ambulatory Care Management Team Leader

Ambulatory Care Management, Carroll Hospital

Learning Objectives

- Identify statewide resources available to all counties of Maryland.

- Know how to identify a community resource as a good referral source.

- Know how to identify that the community resource is right for your patient.

Statewide resources – 211 (https://211md.org)

Statewide resources – CRISP e-Referrals

Statewide resources –
Connecting to local partners
Health Department

- Behavioral Health

- Medicare/Medicaid enrollment

- Maternal Child Health

- Environmental Health

- Reproductive Health

- Smoking Cessation

- Medical Assistance Transportation

Statewide resources –
Connecting to local partners
Bureau of Aging & Disabilities

- Guardianship

- Information & Assistance (Maryland Access Point)

- Ombudsman Program

- State Health Insurance Assistance Program (SHIP)

- Waiver programs
  - Home & Community Based Services – aging-in-place supports,
  - Assisted Living subsidy
  - Senior Care

- Senior Center programming

- Benefit of having liaison within our team

Statewide resources –
Connecting to local partners
Department of Social Services

- Child welfare

- Adult services (including Adult Protective Services)

- Financial assistance (SNAP, Medicare/Medicaid, Cash Assistance)

- Child Support

- Get to know your local agencies & what services they offer

- Find key contact people that are willing to collaborate with you

- This is the foundation for the work that follows!

Match the right resource to the right patient

Determine if community resource is a good referral source

Make connections with key local agencies

How do you know if a resource is good?

- Reach out to colleagues at established organizations for insight
  - Licensing
  - Reputation
  - Personal patient experiences
- Reach out directly to the community resource to gather details about services offered
- For resources of high interest, set up information-sharing (conference call, site visit)

Is the community resource right for your patient?

- Does the resource meet the patient's needs?
  - turn-around time vs. when the service is needed
  - other examples…

- What is the eligibility criteria? (age, disease type, income, county of residence, insurance type)

- What are the associated costs to the patient?

- Does the patient perceive barriers to participation?
  - requirement to disclose financial information
  - complexity of application process
  - delayed response from resource agency

- Is the community resource willing to collaborate with you?
  - confirmation patient has linked to services,
  - updates regarding barriers encountered in linking to services
  - *This is challenging*:   You may have to take the initiative on following up with the community resource agency.

We can't forget about patient engagement…

Contact us!

- carrollnavigators@lifebridgehealth.org

- Cheryl Gosaguio, LCSW-C (Manager of Community Care Services)

    (410) 871-6447

    cgosaguio@lifebridgehealth.org

- Jordan Trumpower, BSN, RN (RN Ambulatory Care Management Team Leader)

    (410) 871-6120

    jtrumpower@lifebridghealth.org

Assessing and Vetting Community Resources

Adventist HealthCare

Needs Assessment

- **Identify the most common need in your population**

- **Every patient enrolled in Care navigation completes a social determinants of health assessment in their initial evaluation, Assessing for**
  - Food Insecurity
  - Housing needs
  - Utility needs
  - Financial strain/medication
  - Transportation needs
  - Social isolation
  - Exposure to Violence
  - Health literacy

# of Patients by Gender

F — 203

M — 107

# of Patients by Age Bucket

(Age Bucket: 21-40, 41-60, 61-80, 81+)
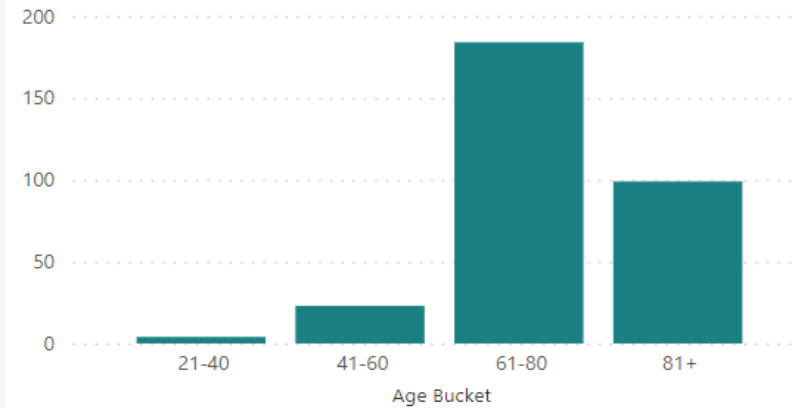
# of Patients by Patient Needs

Switch to Education Needs

Patient Needs: Transportation needs, Health literacy, Social Isolation, Food insecurity, Financial strain, Housing needs, Exposure to violence, Utility needs
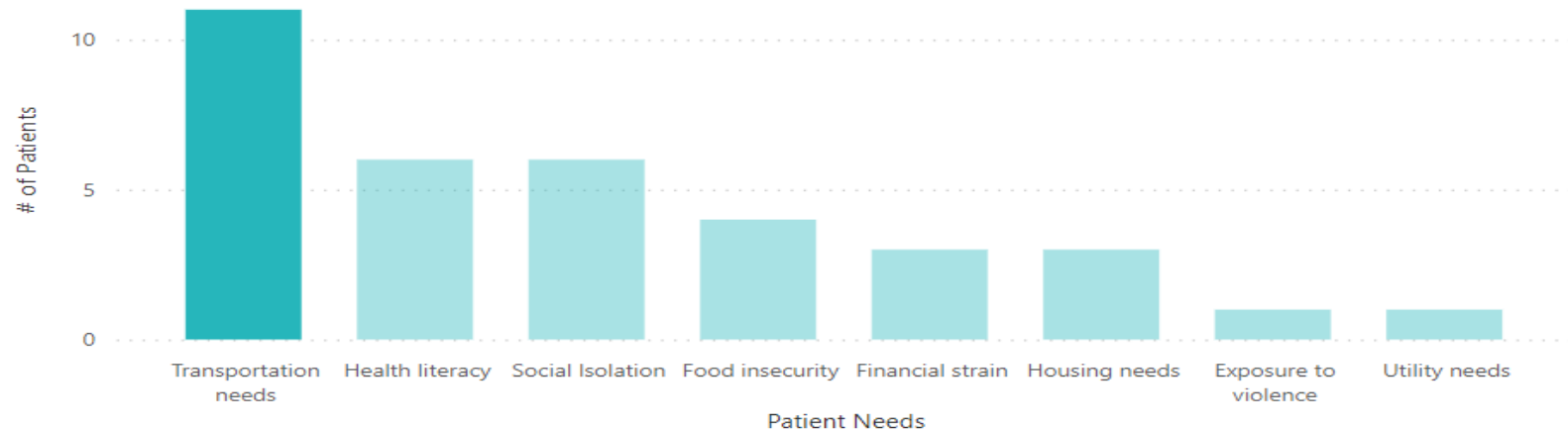
Resources

- **Keep an Internal Shared Drive of most used resources with best contact details**

- **Build Relationship with organizations**

- **Use multiple sites to find resources**

  – Department of Aging and Disability

  – 211.md.org

  – Findhelp.org

- **Calling 211**

  – Behavioral Health Crisis

Adventist HealthCare

www.AdventistHealthCare.com

COMMUNITY BULLETIN

How we give back to the community

Supporting Our Partners and Community:
Through our Community Partnership Fund (CPF), Adventist HealthCare awards grants and sponsorships to non-profit organizations serving our community.

In 2021, we awarded **$845,744** to **38 organizations** serving Montgomery & Prince George's Counties through **33 grants** and **13 sponsorships.**

The funding was utilized to address significant needs identified through our Community Health Needs Assessment as well as needs exacerbated by the COVID-19 pandemic.

Learn more at: **www.adventisthealthcare.com/cpf**

2021 Grantees

Shepherd's Table · CASA DE MARYLAND · montgomery county coalition for the homeless · MobileMed Mobile Medical Care, Inc. · Mercy Health Clinic · FOOD & FRIENDS Delivering hope, one meal at a time · ADRA · Stroke Comeback Center · Habitat for Humanity Metro Maryland · Mary's Center · Healthy Montgomery Montgomery County, Maryland · GENERATION HOPE · STORY TAPESTRIES · CentrePointe Counseling · DISABILITY PARTNERSHIPS · Montgomery HOSPICE · EveryMind. Your mental wellness. Our mission. · CHEER Community Health and Empowerment through Education and Research · FEED THE FRIDGE · INTERFAITH WORKS · CCI health & wellness services · Canine Companions · THE PEOPLE'S FOUNDATION · the YMCA · impact SILVER SPRING · REALITY CHECK MENTORING · NOURISH NOW · COMFORTCASES · Cornerstone Montgomery · SWT STARTING WITH THE CHILD · Adventist COMMUNITY Services, GW · Mansfield Kaseman HEALTH CLINIC · LEADERSHIP MONTGOMERY A Generation of Leadership · Rebuilding Together · bethesdacares · Hearts Homes for Youth · Crossroads Community Food Network · EveryMind. Your mental wellness. Our mission. · PRINCE GEORGE'S COUNTY FoodEquity Council · identity

Adventist HealthCare

" We extend God's care through the ministry of physical, mental and spiritual healing"

Free Virtual Support Groups

Supporting the Mental Health and Wellbeing of our Community

Did you know that Adventist HealthCare offers **free virtual** support groups for our **patients**, **community members**, and **staff**?

Below are just a few of our offerings. A full listing of available groups as well as registration details can be found at: **AdventistHealthCare.com/SupportGroups**

Coping with Chronic Illness *NEW*
- ❑ For individuals experiencing a chronic illness
- ❑ **Schedule:**
  - ❑ Thursdays at 12pm

Caregiver Burnout *NEW*
- ❑ For those in a helping profession or caring for a loved one with physical or behavioral health needs
- ❑ **Schedule:**
  - ❑ Fridays at 12pm

Grief & Loss Support
- ❑ Helping individuals process loss in a safe environment with others on a similar journey
- ❑ **Ages:** 21+
- ❑ **Schedule:**
  - ❑ Thursdays, 4-5pm

Adventist HealthCare

www.AdventistHealthCare.com

VIRTUAL WORKSHOP: Mindful Eating with Prediabetes & Diabetes

Registration Open

| MAY 18 | May 18, 2022
Wednesday
12:00 PM - 1:00 PM | Virtual Event |

Fees & Payment
FREE

38 Openings Available.

REGISTER ONLINE

www.AdventistHealthCare.com

THANK YOU

Melanie Cavaliere

Chief Innovative Care Delivery

✉ melanie.cavaliere@maryland.gov