Arizona’s Social Determinants of Health Solution for Whole Person Care

June 6 & 7, 2023

49th Annual
Arizona Rural Health Conference
Today’s presenters:

**Kelly McGann**
Interim Director, SDOH

**Diana Kramer, DBH**
Program Manager, SDOH
Overview

1. CommunityCares Program
2. Addressing SDOH
3. Community Engagement
4. Upstream Efforts
Session Objectives

CommunityCares AHCCCS Whole Person Care Initiative (WPCI)

- Understand the impact CommunityCares has in addressing the Social Determinants of Health for Arizonans.
- Learn how CommunityCares engages community and enhances the health and wellness of Arizona’s rural and underserved populations.
- Discover how your organization can support the CommunityCares strategic initiatives which include:
  - Improving network outcomes through technical assistance and data-driven engagement,
  - Incorporating community voice through stakeholder and client engagement,
  - Identifying upstream opportunities to combat gaps in community resources.
CommunityCares Overview
Healthcare clinicians provide better care when they have more complete information on their patients. More complete patient information and better coordinated care is more important than ever as value-based care and reimbursement changes are taking hold.

At Contexture, we connect the digital health record systems for healthcare providers so that, regardless of where a patient goes for care, their medical history is accessible to the physicians and healthcare professionals who need it.

Having a complete view of each patient is vital for delivering the best care and a positive patient experience.
Arizona’s Social Determinants of Health (SDOH) Referral System

- Referral connections for healthcare and community service providers.
- Streamlines and standardizes referral processes across Arizona.
- System confirmation when social services are delivered.
- Access to a reliable and up-to-date resources directory.
- Data tracking, analytics and outcome measures.
- A customized referral system to meet the diverse needs of the organization.
AHCCCS Whole Person Care Initiative (WPCI)

- Officially launched the Whole Person Care Initiative in November 2019.
- Focused on role social risk factors play in influencing individual health outcomes.
- Exploring options for advancing WPCI through maximization of AHCCCS’s current benefit package.
- Exploring options for advancing WPCI through maximization of AHCCCS’s current benefit package.
CommunityCares Partners

contexture
Creating connections. Improving lives.

AHCCCS
Arizona Health Care Cost Containment System

UNITE US

Solari
CRISIS & HUMAN SERVICES

2-1-1
Arizona
CommunityCares Program Goals

- Connecting Arizona communities
- Improving health outcomes
- Data-driven approach
- Support DAP SDOH milestones
Differential Adjusted Payment (DAP) Program

The Contexture DAP Program areas are

- Health Information Exchange (HIE)
- Social Determinants of Health (SDOH)
- Arizona Healthcare Directives Registry (AzHDR)

The program aims to distinguish providers that have committed to supporting designated actions that improve patients’ care experience, improve members’ health and reduce cost of care growth.
CommunityCares – The Future

New Ideas on how the referral system can benefit Arizonans

- Referral system for School Districts
- Referral System for Managed Care Organization
- Referral System for Justice Collaboratives and Probation Officers
- Referral System for our Government Partners
Community Based Organizations (CBO) Programs

- Partnership Benefits
  - Milestone 1 – Receive $2,000
  - Milestone 2 – Receive $3,000
  - Milestone 3 – Receive $5,000

- Receive up to $5000 of support funds for technology purpose
What are the social determinants of health (SDOH) that impact a person’s health and well-being?
Addressing SDOH
Addressing SDOH

- Streamlines connection to resources
- Supports Whole Person care
- Provides statewide social care data
  - Identify gaps in resources
  - Inform community health efforts
  - Identifies vulnerable populations
- Enhances community-linkages
- Improves health & wellbeing
CommunityCares Achievements

- Number of organizations live on CommunityCares: 292
- Number of resources on CommunityCares: 3,500
- Number of service types available on CommunityCares: 20
- Referrals have been sent on the CommunityCares platform: 1,129
Partner Onboarding

Ongoing Onboarding

<table>
<thead>
<tr>
<th>Date</th>
<th>CBO</th>
<th>Healthcare</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/1/2023</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>3/1/2023</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>2/1/2023</td>
<td>10</td>
<td>25</td>
</tr>
<tr>
<td>1/1/2023</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td>12/1/2022</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>11/1/2022</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>3/1/2022</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>2/1/2022</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>11/1/2021</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>10/1/2021</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>9/1/2021</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>8/1/2021</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>7/1/2021</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Case Outcomes by Service Types

Case Outcomes By Type

- Wellness
- Utilities
- Transportation
- Substance Use
- Sports & Recreation
- Social Enrichment
- Physical Health
- Mental/Behavioral Health
- Legal
- Individual & Family Support
- Income Support
- Housing & Shelter
- Food Assistance
- Employment
- Education
- Clothing & Household Goods
- Benefits Navigation

Legend:
- Open
- Resolved
- Unresolved
Data Driven Approach

- Network data
  - Organization and program
  - Demographic
  - Service types
  - Outcomes
- Inform and guide efforts to build:
  - Robust network
  - Statewide reach
  - Efficient workflows & processes
- Incorporates anecdotal data
  - Client stories
  - Stakeholder feedback
What % of a person’s health is determined by social and economic factors?
Community Engagement
Incorporating Community Voice

Goal: Develop program with and informed by AZ communities

Why is this important?
- Builds trust
- Ensure program is effective and long-lasting
- Culturally relevant
- Incorporates rural communities
- Amplifies client experience

Overcoming barriers
- Identifies unique community barriers and challenges
- Advises on mitigation
Community Engagement

- CBO Stakeholder Engagement
- Community Outreach
  - Community meetings
  - Convener onboarding
  - Targeted Outreach
- Partnerships
When it comes to community engagement, what else should we consider?
Upstream Efforts
Moving up the stream

- Intervention & Prevention
  - Connection to care
  - Address social needs
  - Sharing best practices
  - Coordinated approach

- Addressing healthy disparities
  - Community-level data
  - Sharing user stories & experiences
  - Cross-sector partnerships
  - Advocacy

**FIGURE 1 | Social Determinants and Social Needs: Moving Beyond Midstream**

Next steps:

- Join the CommunityCares network
- Join the Community Stakeholder group
- Share your feedback
Questions?