

Enhanced Care Coordination for High Needs Populations



NH Behavioral Health Summit - December 10, 2018

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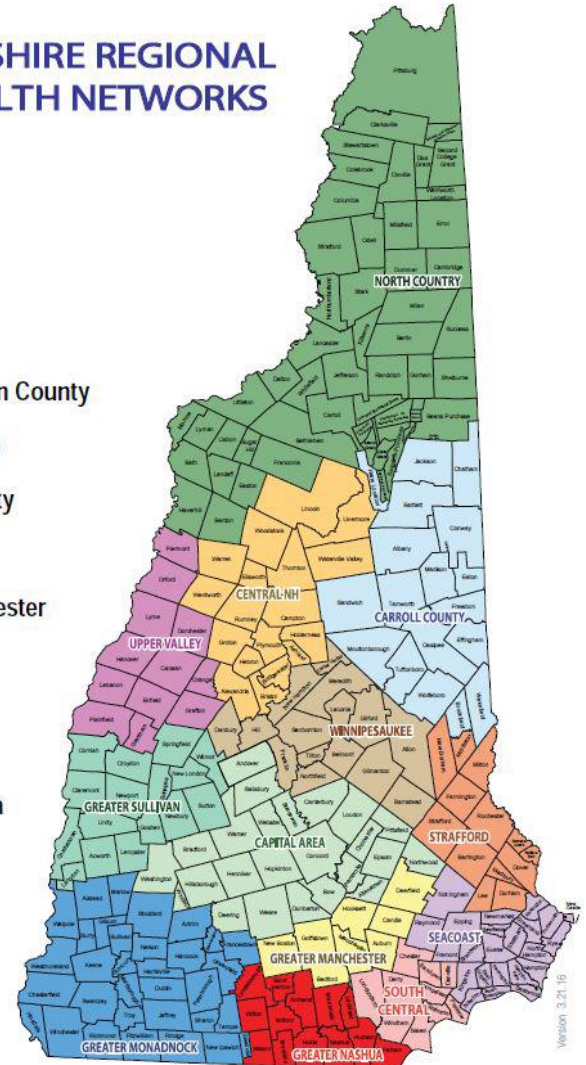
Leading innovative collaboration to improve the health status of northern New Hampshire

NCHC seeks to meet the unmet health needs of our region.

- Healthcare workforce shortage
- Gaps in the continuum of care
- High ED utilization
- Social determinants of health
- Rural health disparities

NEW HAMPSHIRE REGIONAL PUBLIC HEALTH NETWORKS

- North Country
- Upper Valley
- Central NH
- Carroll County
- Greater Sullivan County
- Winnepesaukee
- Strafford County
- Capital Area
- Greater Manchester
- Seacoast
- Greater Monadnock
- Greater Nashua
- South Central



THESE REGIONS ARE USED FOR PUBLIC HEALTH PLANNING AND THE DELIVERY OF SELECT PUBLIC HEALTH SERVICES.



NCHCNH.org

COMMUNITY
Health
Worker



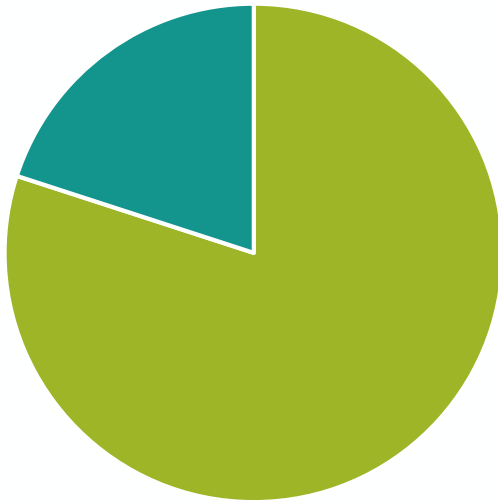
What is a Community Health Worker?

A front-line public health worker who is a trusted member of the community and has close understanding of the North Country. The CHW serves as a liaison between the patient and healthcare and social service to facilitate access to care and improve the quality and cultural competence of service delivery.



Social Determinants of Health

Social Determinants

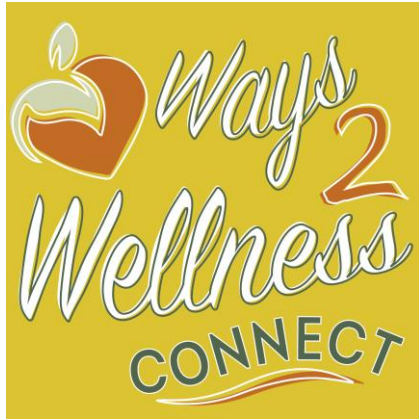


Health care delivery drives only 20 percent of health outcomes, with behavioral and social determinants — including income, living environment, employment status, and access to transportation and healthy food — playing a much bigger role in overall health.

There is growing recognition among policymakers that integrating health care with social supports and services is critical to improving broad population health, advancing health equity, and reducing health care spending.

<https://www.chcs.org/topics/social-determinants-of-health/>





Ways2Wellness CONNECT

- Links CHWs with patients 65+ who are struggling with unmanaged chronic disease
- Patient Driven
- Non-Clinical
- Eyes and Ears for providers
- Doesn't duplicate services
- Focused on Social Determinants Of Health



Approach to Care Coordination

- Not traditional care coordination
- “life” coordination
- Patient driven
- SDOH
- Provided in the community
- Communication with provider
- Staying in our lane
- Teaching to fish



Barriers to Wellness

- Rosie
- Jane
- Matthew
- Jackie
- Robert



Models for Sustainability

- Return on Investment (ROI)
- Reimbursement through Medicaid
- Savings out weigh cost
- ACOs incentivized
- Businesses are exploring the opportunity to employ or fund CHWs

Denver Health- \$2.28 saved for every \$1.00 spent

Molina Healthcare of New Mexico \$4.00 saved for every \$1.00 spent

CHRISTUS Healthcare- \$3.84 saved for every \$1.00 spent

