

Community Resource Platform Accountable Entity Pilot Results

Background

- Request for Proposals for Community Resource Platform and resulting contract issued in early 2021
 - Primarily a pilot for healthcare providers in Accountable Entities (AEs) to make electronic referrals to CBOs as part of EOHHS's overall social determinants of health strategy
 - Used Health System Transformation Project funds which end SFY24; contract end date 4/28/24
- Scope included:
 - User licenses for all AE providers and HHS agencies plus the DOC
 - Community network development and recruitment of CBOs
 - EHR integrations for AE providers (SMART on FHIR or single sign-on)
 - United Way 211 Coordination Center and resource directory integration
 - Reporting and data analytics

Achievements

- 3,283 active users and 22,815 referrals processed
- 439 organizations and 1,087 programs
- Work initiated to support new EHR integrations with NextGen and Athena Health
- United Way Coordinator Center has assisted on 3,912 cases
- 211 national resource directory and Unite Us have live bidirectional interface
- AEs and CBOs can monitor referral activity via real-time analytics dashboard
- Robust data feed completed to EOHHS Ecosystem for analytics

Lessons Learned from AEs

- Doing closed loop electronic referrals is hard!
- AEs have established CBO partners with existing workflows they are reluctant to alter -- many still prefer to utilize the phone to communicate
- AEs would like to see true integration between their EHRs and referral system to avoid duplicate entry
- Most successful when dedicated care coordination staff available to facilitate referrals and strong leadership support
- CBOs lack incentives to utilize the platform without direct funded relationships with medical providers
- Highly sought after programs/services have limited capacity to accept referrals
 - Although this is not unique to the electronic system, the experience of having a referral rejected or not responded to is discouraging for providers and patients

Looking Ahead

- No overall impact to CBOs from EOHHS contract ending – can continue to participate free of charge
- Successfully expanded the Unite RI network significantly across the state
- Pilot tested and implemented referrals for several state programs and looking to add additional programs
- AEs expressed a clear desire to determine their own approach to SDOH screening and referrals – some prefer to conduct all activities directly within their EHR
- SDOH work, including SDOH needs, will continue to be a focal point and priority for EOHHS through AE certification requirements and future alternative payment methodologies (APMs)
- Conversations are underway with Health Cabinet leadership about a more coordinated statewide approach to social service e-referrals beyond this AE pilot