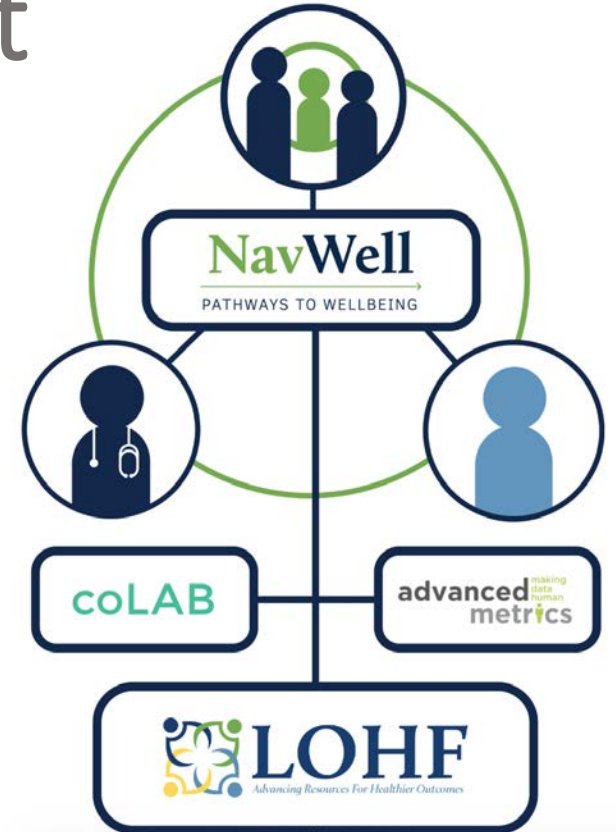


Care Coordination Requires More Than Consensus and Commitment

Steven R. Herr, PhD, Advanced Metrics CEO & President
Kate Gallagher, MNM, coLAB CEO & Founder
Anna Kennedy, LOHF, Executive Director





LOHF

Advancing Resources For Healthier Outcomes



advanced making data human metrics



Today We Will...

Showcase the importance of technology and care coordination in advancing care systems to the next level for families, children and adults.

Highlight risk factors within each organization that should be addressed to allow programs the flexibility and opportunity to participate in more advanced information sharing on behalf of clients and patients.



Outcomes

- Recognize the importance of care coordination among community health care providers.
- Understand organizational risk factors and culture that may support or impede successful implementation of technological advancements.
- Develop a firm understanding of decisions that are necessary to make organizations capable of participating in systemic change.



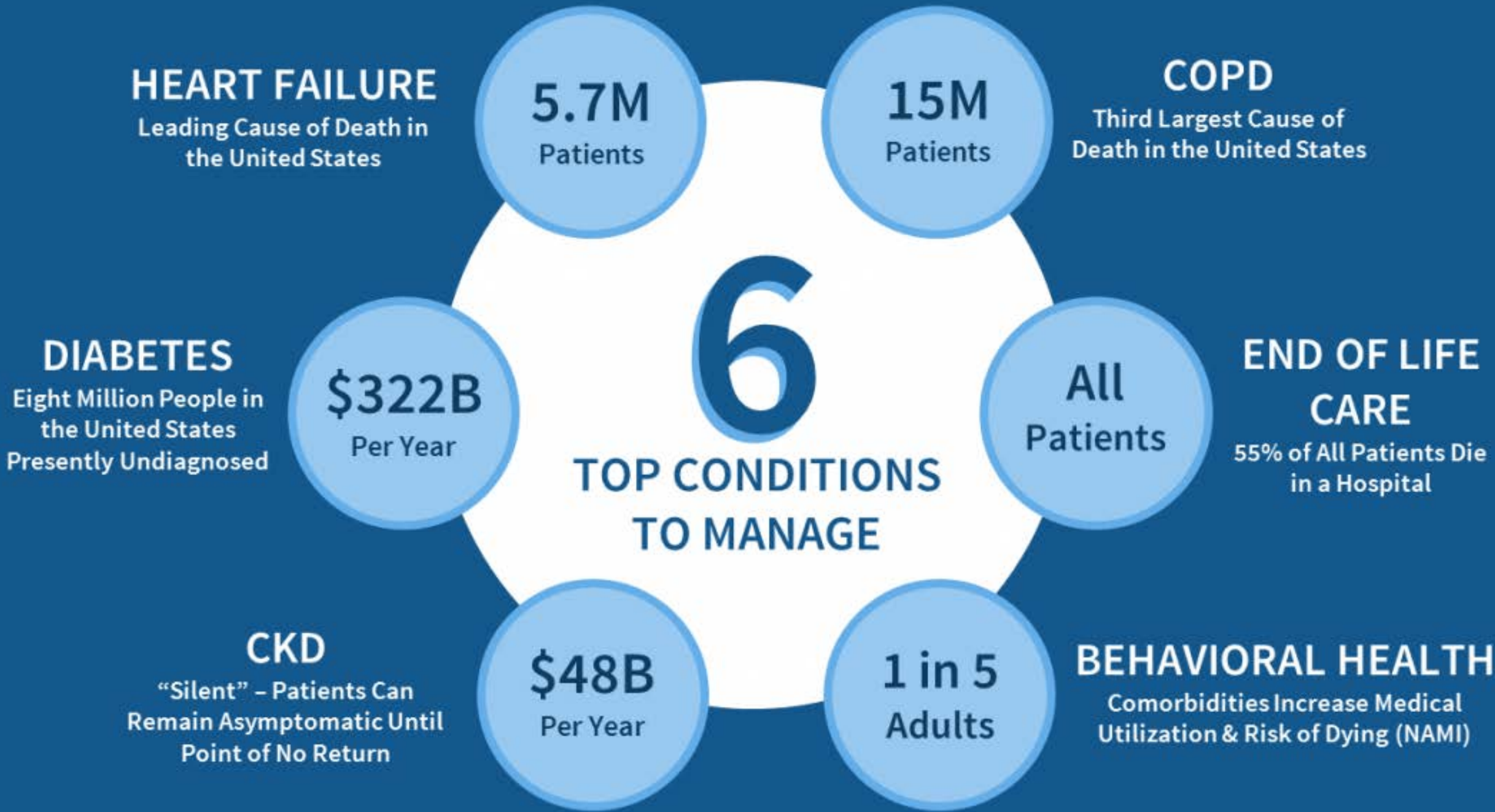
What is the Challenge?

Health care organizations are adopting coordinated care practices at varying rates:

- **7% said their patients' care was fully coordinated between the various health care settings.**
- 30% said care was mostly coordinated.
- 53% said care was somewhat coordinated.
- 10% care was not coordinated.

*<https://catalyst.nejm.org/what-is-care-coordination/>





Aim to Address National-Regional-Local Challenges

Data-informed **funding decisions**

Gain a comprehensive understanding of **youth** behavioral and **mental health needs** in Lancaster County

Encourage a **culture of collaboration** that fosters **community partnerships** to meet the behavioral and mental health needs of Lancaster County children, their families and caregivers



Community Needs Assessment

Conducted secondary data analysis of National-Regional-Local challenges. Completed interviews and focus groups with invested families, community members and stakeholders. Executed a telephone survey with 1,015 Lancaster County parents.

- Access and Availability
- Transitional Ages
- Lack of Specialists
- Communication and Collaboration
- Affordability and Insurance



Care Coordination Solution: NavWell

Coordinated care technology solution: **Communication & Collaboration**

Innovation that evolved from universally recognized treatment challenges:
Access & Availability, Lack of Specialists, Communication & Collaboration

Mission driven effort to advance the field with meaningful outcomes data

Lessons learned from the challenging, yet successful implementation
science



Initial Contact

Primary Health Care

Behavioral Health Providers

Behavioral Health Assessments

Community Based Nonprofits

Schools

Referral Feedback

NavWell
PATHWAYS TO WELLBEING

Referrals & Outreach

211 Community Resource Library

Action Oriented Decision Support



Care Coordination Solution: Lessons Learned

Ensure HIPAA Compliance

Users Control WHAT to Share

Efficient & Effective Training

Ability to View Real Time Results

Elimination of Duplicate Work



Organizational Culture in Technology Implementation: Developing a Readiness Assessment

Values

Champions

Scope of implementation

Current data collection efforts

Training preferences

Technology requirements

Workflow assessment

Next steps



Interested in being a pilot site?

Dr. Steven R. Herr, Advanced Metrics CEO & President
sherr@ametrics.org

Kate Gallagher, MNM, coLAB CEO & Founder
kate@coLABLancaster.com

Anna Kennedy, LOHF, Executive Director
akennedy@lohf.org

