

The Rural Health Clinic Workshop Presents  
*Building Community Infrastructure to Address Social Determinants of Health  
and Equity Through Community Information Exchange (CIE)*

Speaker:

Jennifer Gustafson, CCM, CGAC II Manager, Compliance, AllCare Health

*Our top partners*



# AllCare Health and Community Information Exchange (CIE)

Presented by:

Jennifer Gustafson, CCM, CGACII

Certified





# 2020 Certified Benefit Corporation®

Annual Report



## We are **local**

Our leadership and employees work and live in southern Oregon.

We are active and supportive members of our communities.

We are aware of our communities' needs.



## We are **Compassionate**

We aim to provide quality care for all.

Through integration of physical, behavioral, and oral health, we are able to provide holistic care that meets individual needs.

Our compassion leads to better patient experience and healthier communities.

We are aware of our communities' needs.



## We are **innovative**

Because of our involvement in local communities, we are able to build unique programs that meet the specific needs of children, adolescents, adults, and seniors.



## We are **helpful**

We focus on friendly customer service for all of our members and providers.

We offer proactive community-based care.



## **Our mission**

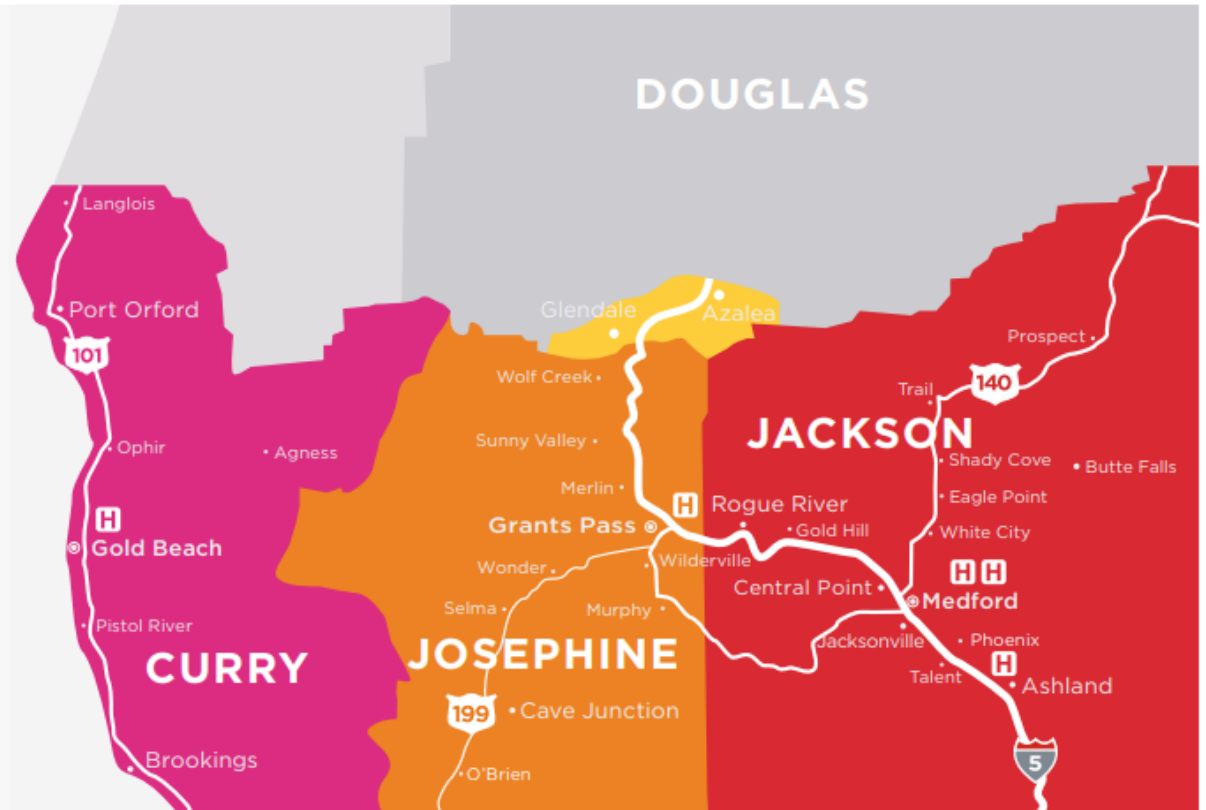
Working together to provide quality, cost-effective healthcare for our communities.

## **Our promise**

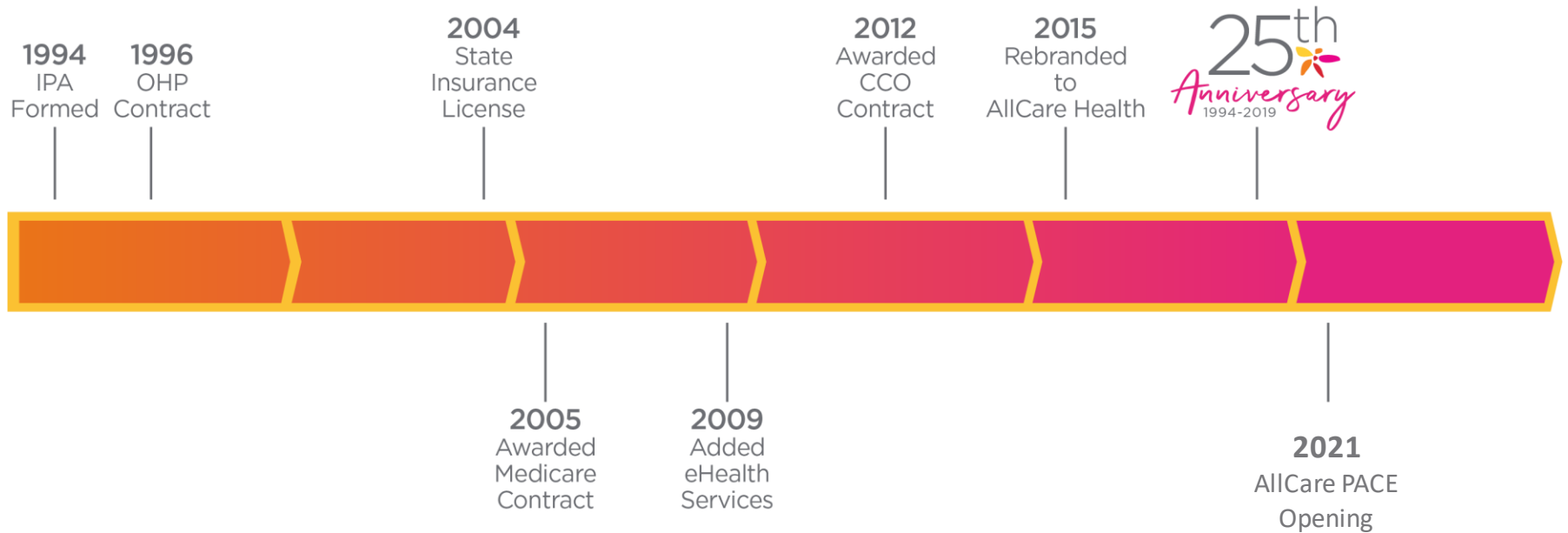
Changing healthcare to work for you.

## Service area and membership

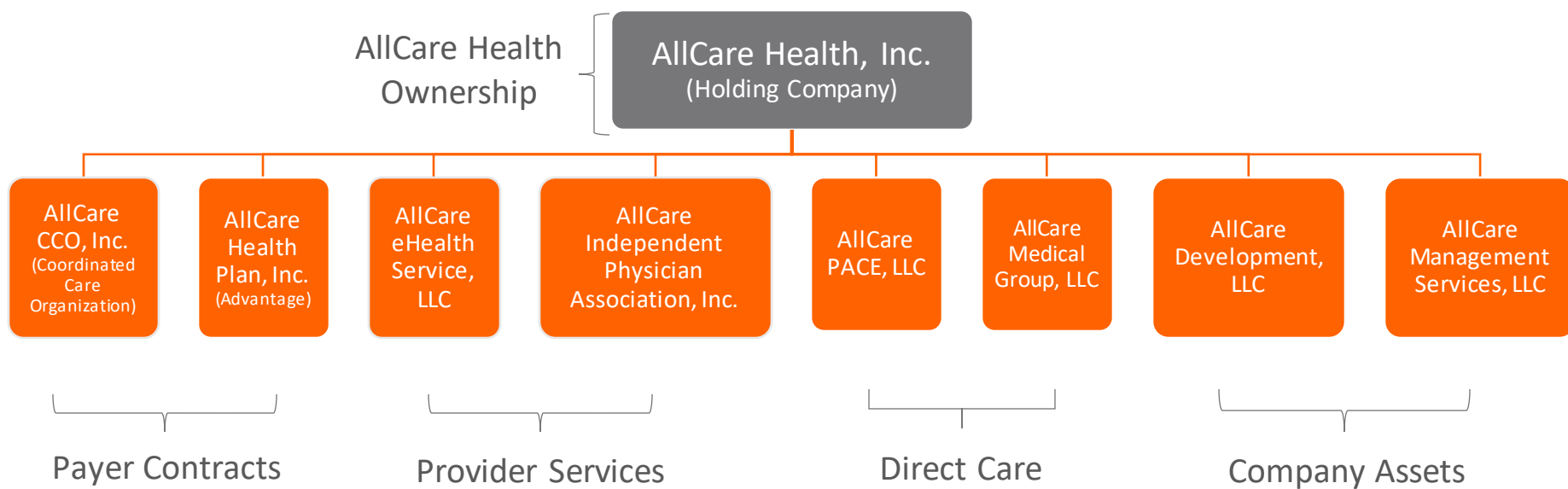
AllCare Health currently serves Jackson, Josephine, and Curry counties and the communities of Glendale and Azalea in southern Douglas County. Not all lines of business are available in every county.



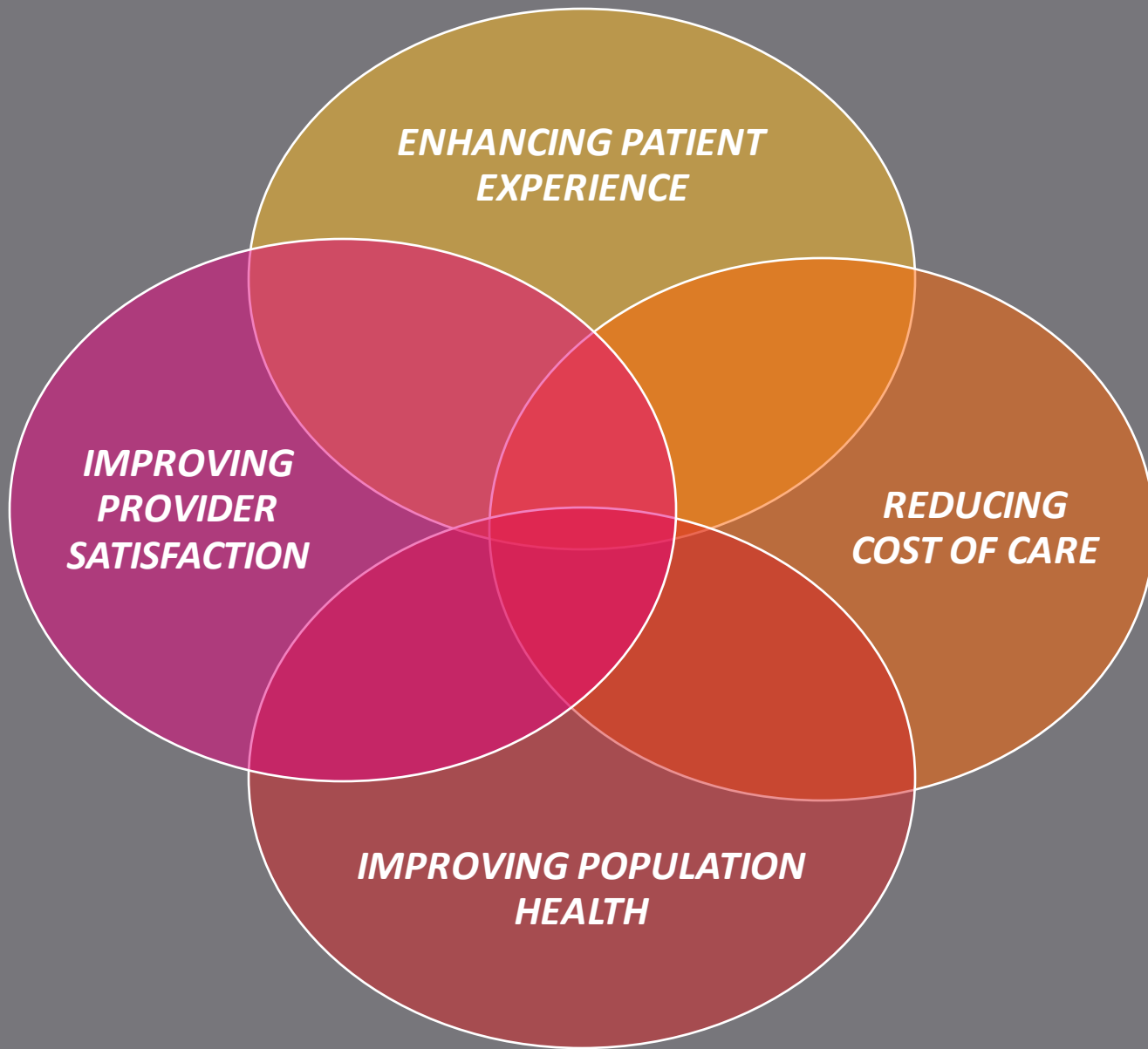
# Our History



# Our Family of Businesses



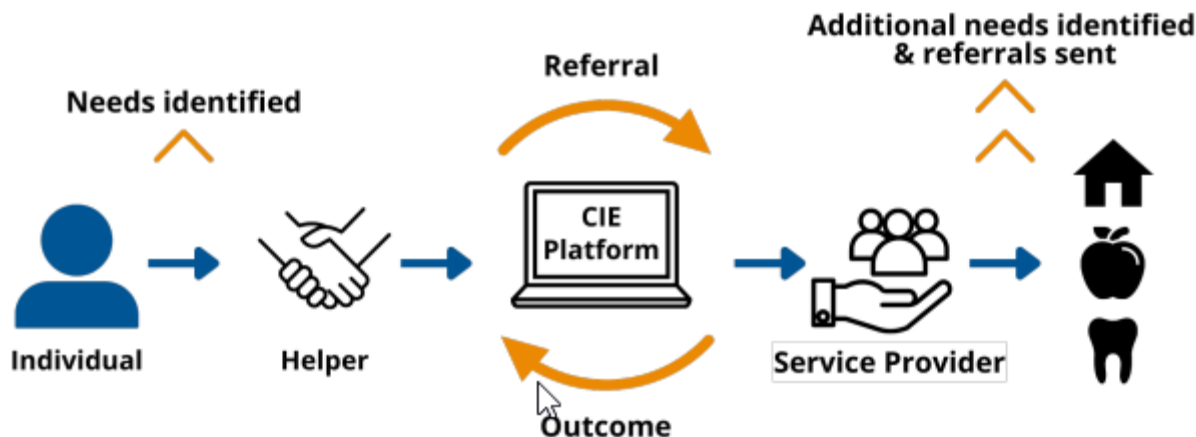






# Community Information Exchange (CIE)

A network of collaborative partners using a multidirectional technology platform to connect people to the services and supports they need.



# CIE Exploration Timeline

**2014**

COMMUNITY SOLUTIONS NEEDED

**2015**

PLATFORM REVIEW & SELECTION

**2016**

PROGRESS & COMPLEXITY

**2018**

REINVIGORATED EFFORTS

**2019**

ALIGNED REQUIREMENTS

# Complexities

## Multiple platforms

All systems have strengths  
This is new territory

## Collaboration

Creating efficiencies  
Alignment with all entities

## Historical events

Pandemic  
Statewide 2020 wildfires



# Unite Us

We partner with communities to build coordinated care networks that bridge health and social care.



## On-the-Ground Expertise

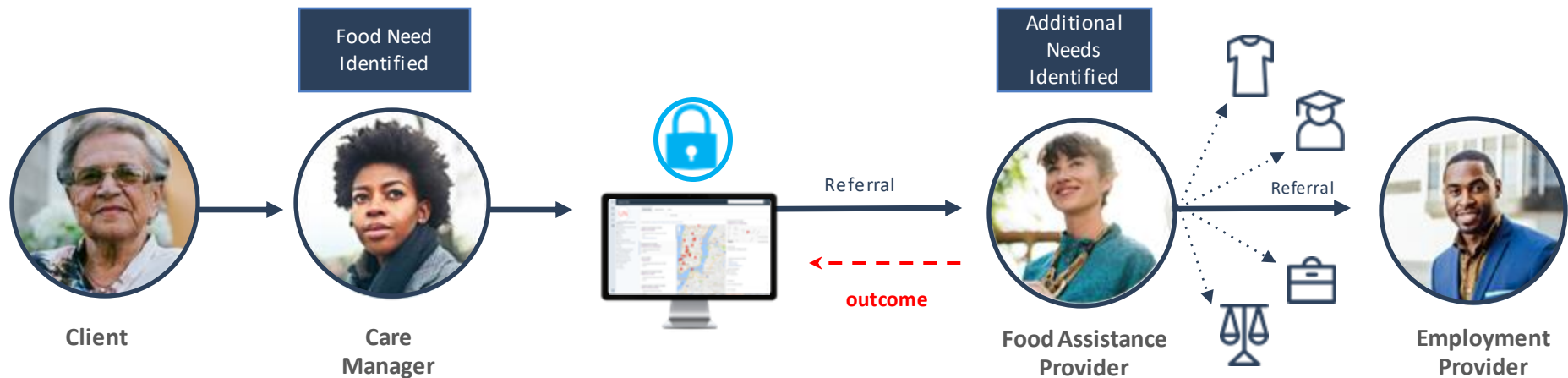
Our implementation team works with and within each community to build high quality and accountable networks of clinical, public, and community services.

## A Modern Technology Platform

Our flexible and scalable platform helps all network partners track every step of each patient's total health journey inside and outside their four walls.

# How it Works

Closed-loop referrals. Care Coordination. A no-wrong door approach.



As the client receives care, the providers coordinate in real time as a “community health team”, receiving automated updates while tracking her total health journey.

# CIE Rollout Timeline

**SUMMER 2020**

COMMUNITY ENGAGEMENT

**FALL 2020**

SIGNED CONTRACT

**SPRING 2021**

SYSTEM LAUNCH

**SPRING 2022**

DOUGLAS COUNTY EXPANSION

**SUMMER 2022**

CURRY COUNTY EXPANSION

# Successes and Challenges



- Collaborating with fire survivors
- Members getting connected to services
- Real time referrals being received and sent
- New resources are being found and utilized



- Federal and State regulations
- Staffing changes at various community agencies
- Internal procedures and workflow
- Staff requested to use a new system



“The main purpose of why we use Connect Oregon is to seamlessly be able to connect participants to the necessary programs they are requesting or having trouble reaching—reducing the barriers to care. We use this program to reduce the burden on participants by eliminating yet another step in accessing services. Clients seeking services already have a difficult time navigating ‘the system.’ This is one way we can make the process that much easier. Connect Oregon also helps us, as providers answer questions from participants. Programs leave feedback regarding their process, and it can be helpful to offer that info to the client should you be the only person to reach them. For example, Sara asks why she hasn’t heard from UCAN yet about housing: ‘I see that we put in a referral to UCAN, but they have been unable to reach you, as your phone is disconnected. Is there another number I can leave for them?’ We believe this system helps improve customer service and relations. I’ve heard from clients that they appreciate the assist with the referrals and that they really like knowing that we are doing what we say we will be doing to help.”

**– Christine Shepherd BS, IBCLC, Family Services Programs  
Manager/WIC - Josephine County Public Health  
Grant Pass, OR**

“Our partnership with Unite Us helps us meet our mission by enabling us to connect and stay connected with community members in need through referrals. Unite Us serves as a clearinghouse for community partner information and a great way to educate new staff on the services available. It has given Hearts With A Mission new connection opportunities, a platform that provides exceptional customer service, additional support for the clients we serve, and more direct services for the client.”


– **Ashley Blakely, Development Director at Hearts With A Mission**

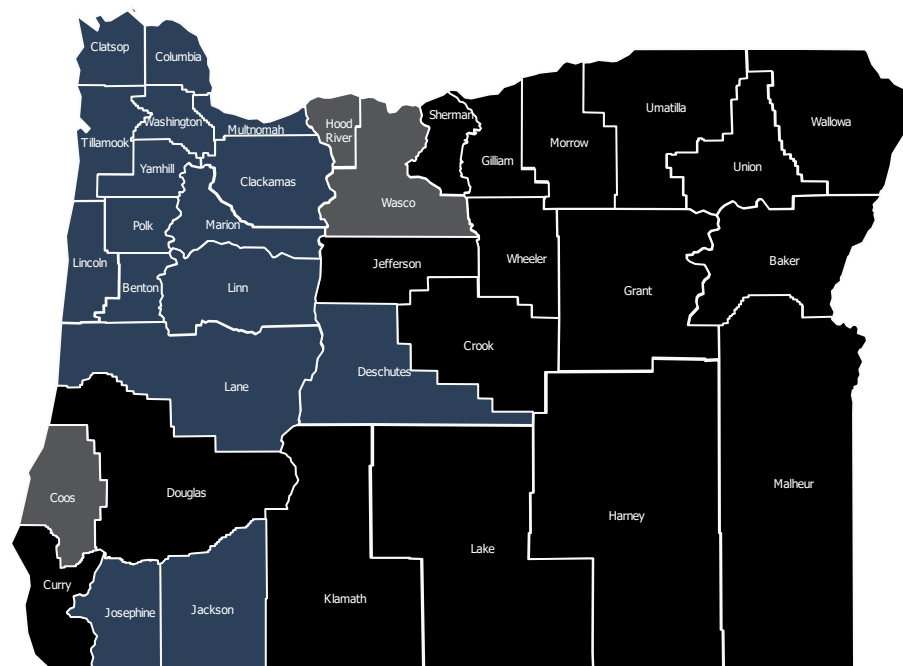
# CIE Importance

## Alignment with Current and Future Statewide Priorities

- OHA strategic goal
  - Eliminating health inequities by the year 2030
- CCO Incentive Metrics
  - Social-Emotional Health
  - Social Needs Screening and Referral
- Medicaid 1115 Waiver
- Community Investment Collaboratives
- CONNECT OREGON

# CONNECT OREGON

-  **Already Live**  
*33 counties*
-  **Available 2022**  
*3 counties*



# What's Next?

- **CCOs, health systems, CBOs, and others working together to:**
  - Continue the growth and adoption of Connect Oregon statewide
  - Strengthen partnership with 211info
    - Ongoing Resource Directory Integration
    - Coordination Center support & expansion
    - Ongoing community engagement
  - Tracking 2023-2025 CIE legislative activity
  - Governance 2.0 development for sustainability across multiple sectors, agencies, and other partners

A stylized white flower with five petals is centered on a solid orange background. The petals are simple, rounded shapes. One petal on the right side is elongated and contains the text "Questions?".

Questions?

## Thank You to All of our Partners!



Workability One

inQuiseek

OHA Oral Health

NEON

Grand Canyon University