



# Linkage to Community Services: An Update

PGIP Best Practices  
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# About IHP

- PHO in Calhoun County
- 179 Physicians; 62 PCPs
- 85% of physicians are independent
- Small offices
- Wide range of technical capabilities

# Calhoun County Pathways to Health Initiative

- Community wide quality improvement initiative
- Led by IHP
- Consumer Advisory Council
- Consumer Focus Groups

# Former State

- Fragmentation
- 211
- County Indigent Care Plan
- Lack of comprehensive medical resource directory



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Where do we start?

# Initial Plan

- Exhaustive search of resources
- Validation of resources
- Catalog resources
- Development of resource directory
- Incorporate into 211

# New Resources Identified

- Transportation
- Prescription medications
- Chronic illness care
- Depression
- Diet and exercise
- Support groups

# *Managing your Chronic Disease* **Managing your Chronic Disease**

A Resource and Information Directory  
For Calhoun County Residents

*Battle Creek Health System*



*Public Health Department*

*Family Health Center*

*Senior Health Partners*

*Student Health Centers*

*Veterans Administration*

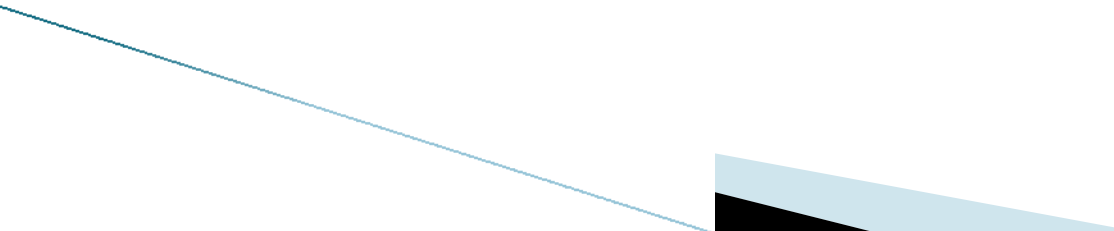
Provided courtesy of your  
local primary care physicians and  
the Pathways to Health **Consumer Advisory Council**

*American Red Cross*

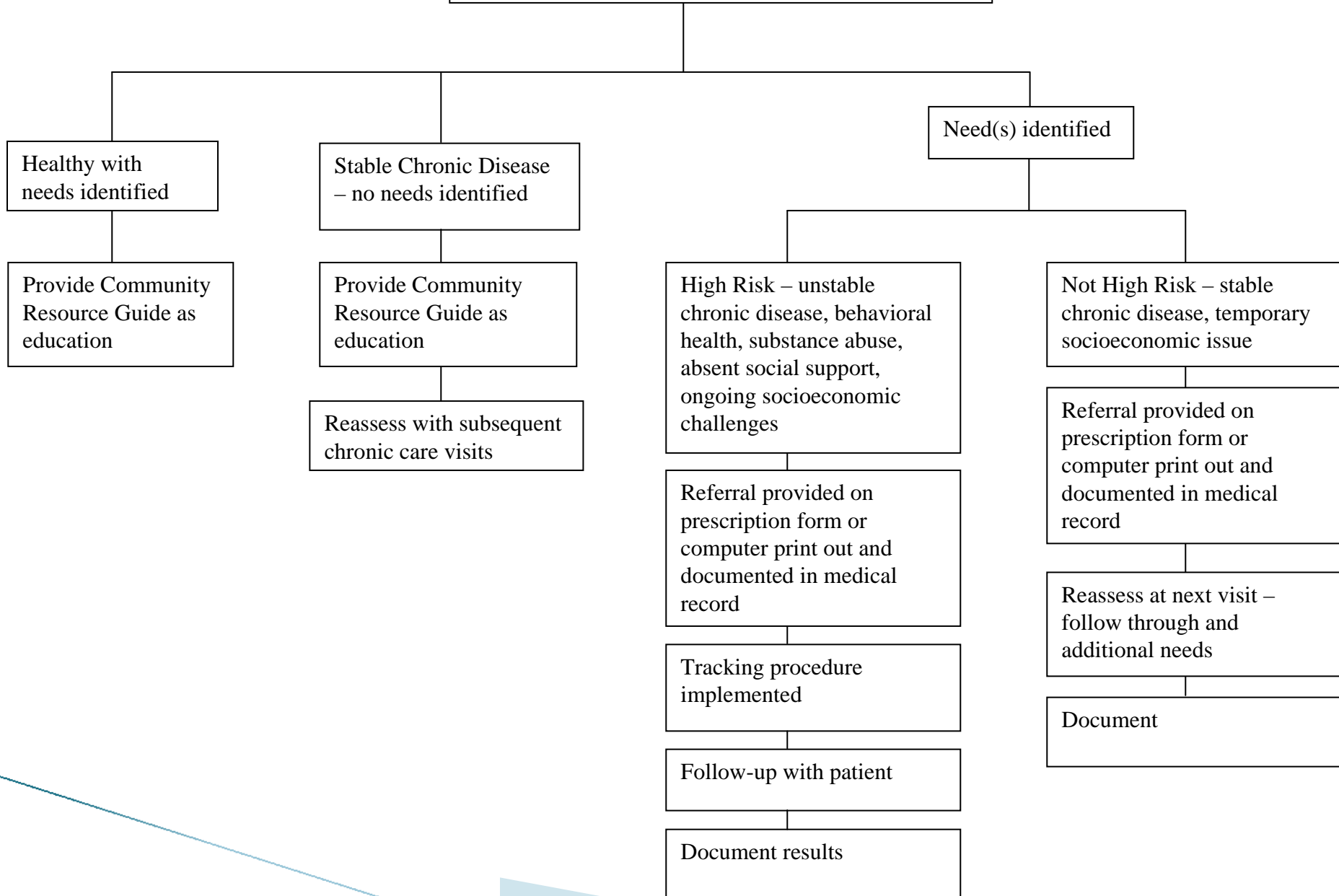
# Beyond the Resource Directory

- IHP operational policy and procedure
  - ✓ Process to identify and review resources
  - ✓ Establish collaborative relationships
  - ✓ Training for offices

# Beyond the Resource Directory

- Policy and procedure for offices
    - ✓ When and how patients are assessed
    - ✓ Availability of resource guide to patients
    - ✓ How referral is made
    - ✓ Documentation of referral
    - ✓ Follow up for high-risk patients
    - ✓ Staff training
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# Patient Assessment/Discussion



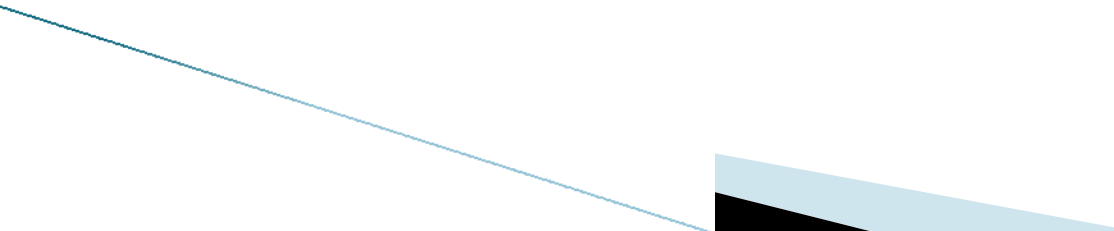


**“Teachers are fighting back against kids who cut class.  
Today I was the victim of a drive-by math quiz!”**

## Assessment of Understanding of Linkage to Community Services

1. What is the community level electronic database that maintains information on resources available to qualified individuals?
2. How frequently are resources in the database update?
3. Where is the policy and procedure regarding community resources located in the practice?
4. Where are the Community Resource Guides located in the practice?
5. What is the process for educating patients on the availability of community resources?
6. What is the method used to refer and track referrals to community resources for patient who are considered high risk?
7. Name two conditions that would cause a patient to be considered high risk.
8. Name at least one community resource for each of the following:
  - a. Help for uninsured
  - b. Help with depression
  - c. Help with transportation
  - d. Help with nutritious food
  - e. Learning about a chronic condition, such as diabetes or heart disease
  - f. Support group for Seniors
  - g. Help for in-home services
  - h. Help with exercise

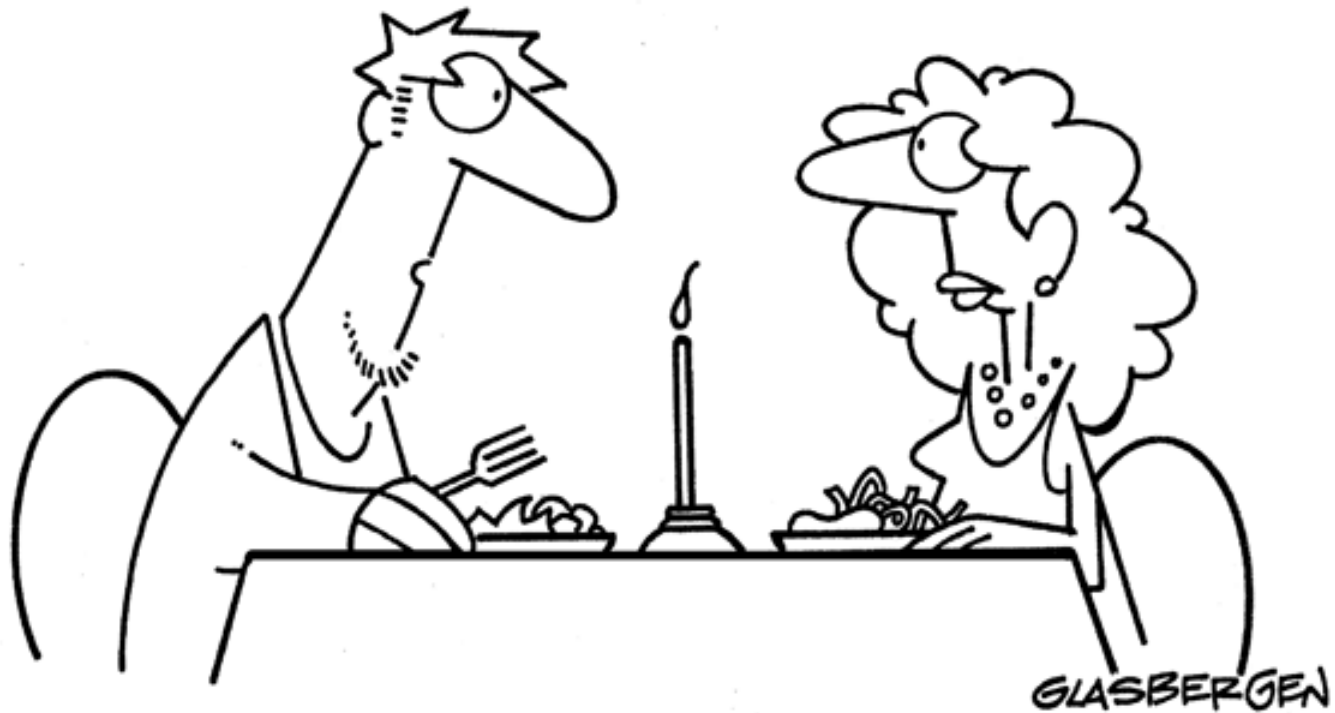
# Beyond the Resource Directory

- Partner with Hands on Battle Creek
  - IHP can access and update 211 database
  - Receive notice of all updates
  - Ability to attend Resource Managers Workgroup meetings
  - Pursuing certification in 211 software through Alliance of Information and Referral Systems (AIRS)
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# Rolling it Out

- Continuous one-on-one meetings with practice coaches and physician office staff for education and assessment
- Newsletter and MOMA meetings
- Incorporation in Learning Collaborative and Care Management curriculum

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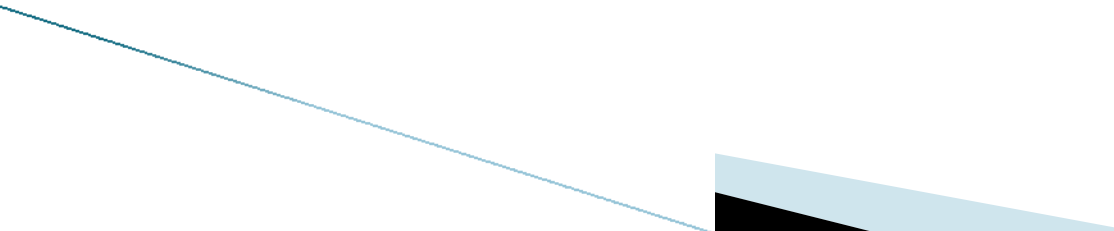


**“I am not afraid of commitment! Once I stayed  
with a woman all the way through dessert!”**

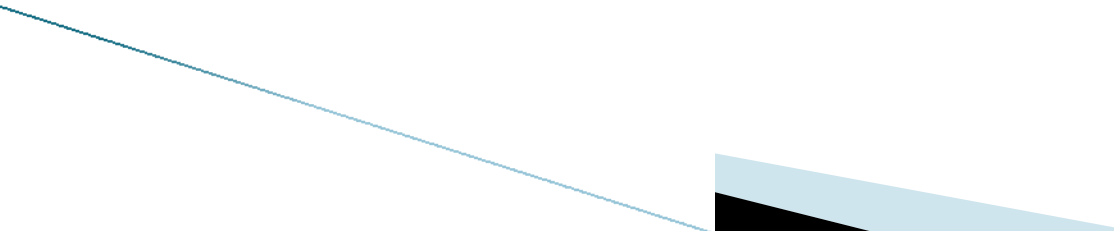
# Speed Dating

- Find out about community resources
- Develop new relationships with agencies
  - ✓ Some work in progress
  - ✓ Many successes

# Sustainability

- Integral part of Collaboratives
  - Continue to refine relationships with organizations
  - Ongoing identification of resources and incorporation in directory
  - Scheduled review and validation semi-annually
  - Proof of testing
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# Under Development

- Protocols for patient identification and referrals
  - Process to track referrals and provide follow-up for high-risk patients
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# Future Considerations

- 211 implements tracking system and reports to PCP
  - Translation of community resource guide
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# Thank You!

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