



Linkage to Community Services

PGIP Best Practices
December 4, 2009

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About IHP

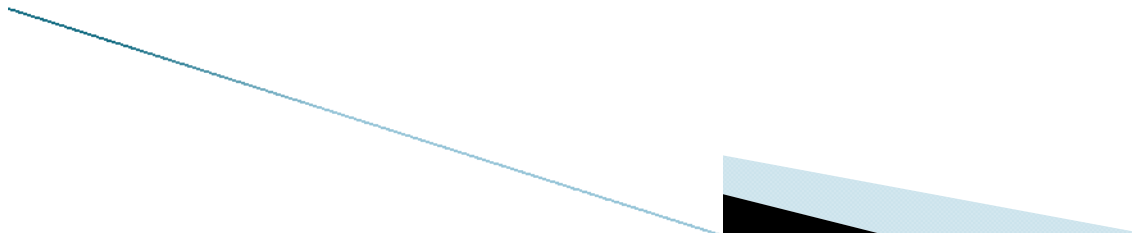
- PHO in Calhoun County
- 179 Physicians; 62 PCPs
- 85% of physicians are independent
- Small offices
- Wide range of technical capabilities

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





You need
What?



We're left searching



Where do we start?



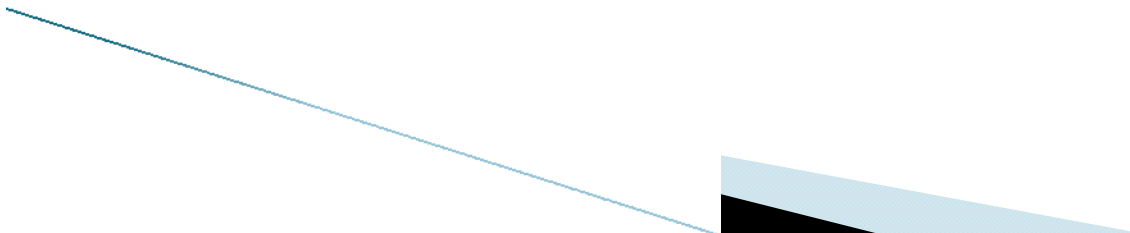
**Dazed and
Confused**



Others are just confused



Lost and Alone



Steps Taken

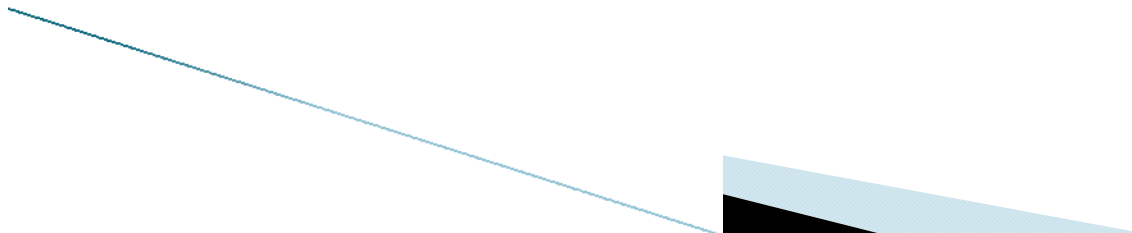
- Exhaustive search of resources
- Validation of resources
- Catalog resources
- Development of resource guide
- Incorporate into 211

Resources Identified

- Transportation
- Financial
- Prescription Medications
- Chronic Illness Care
- Depression
- Diet and Exercise
- Support Groups
- Food
- Shelter

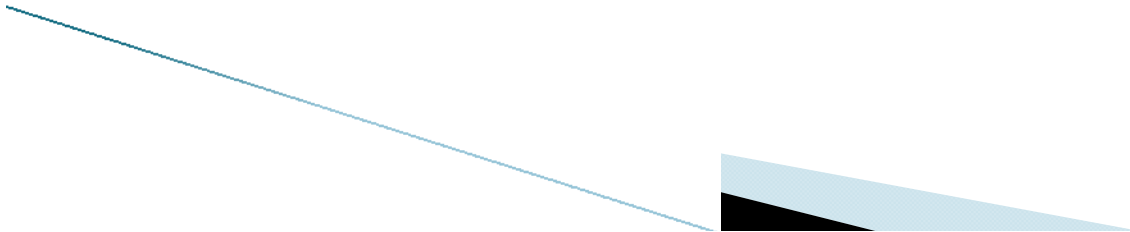
Current State

- Ongoing education and training
- Refine collaborative relationships with organizations
- Ongoing identification of resources
- Routine audit of existing resources



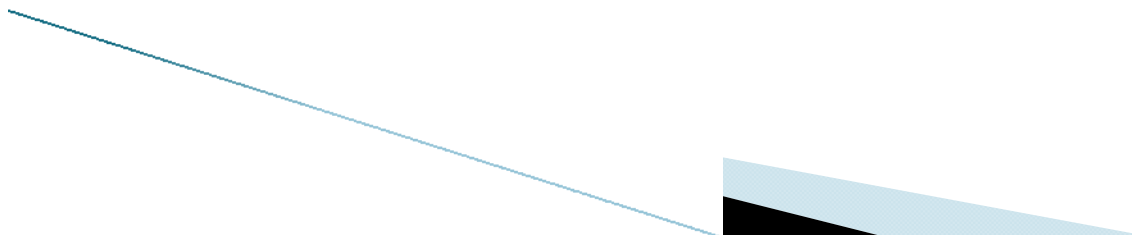


Communication across settings



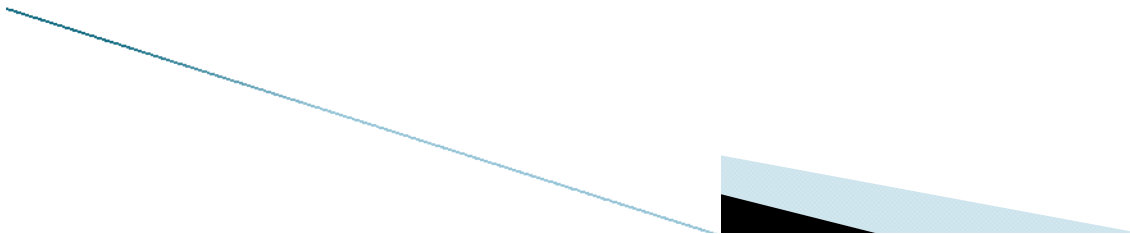
Current Barriers

- Difficult to identify if patients are seen by multiple agencies
- Lack of common communication tool between agencies for shared patients
- Inconsistent communication back to PCP



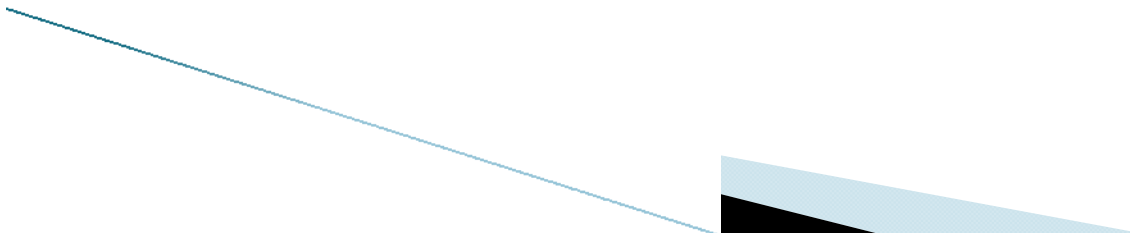
Under Development

- Protocols for patient identification and referrals
- Process to track referrals and provide follow-up for high-risk patients
- Process to evaluate staff competency



Future State

- One central database for all community resources
- Full access to 211 site
- IHP staff certified in 211 software
- IHP has ability to modify 211 database
- 211 implements tracking system and reports to PCP
- Translation of community resource guide



Thank You!

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