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Health and Social Care Systems Integration: Technology Solutions and Critical System Capabilities

Speakers

Kara Lorenz-Goings
Chief Operating Officer, WellWise Services Area Agency on Aging

Jessica Bader
Quality Improvement Manager, Direction Home Akron Canton Area Agency on Aging & Disabilities

Kathy Vesley
President & CEO, Bay Aging dba VAAACares

Brian Handspicker
President, PracticalMarkets, Inc.

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Health and Social Care Systems Integration: Technology Solutions and Critical System Capabilities

- Be Proactive & Set Your AAA Up For Success

- <u>Internal Technology Software Preparation Guide:</u>
1. Take Inventory
2. Complete a Software Audit
3. Educate & Research - Know what you Need
4. Build for the Future
5. Stay Ready – Internal Automations

Bay Aging: Key Concepts for Tech Solutions

- Interoperable

- Configurable

- Scalable
  - Unlimited number of projects/payers/contracts and associated workflows

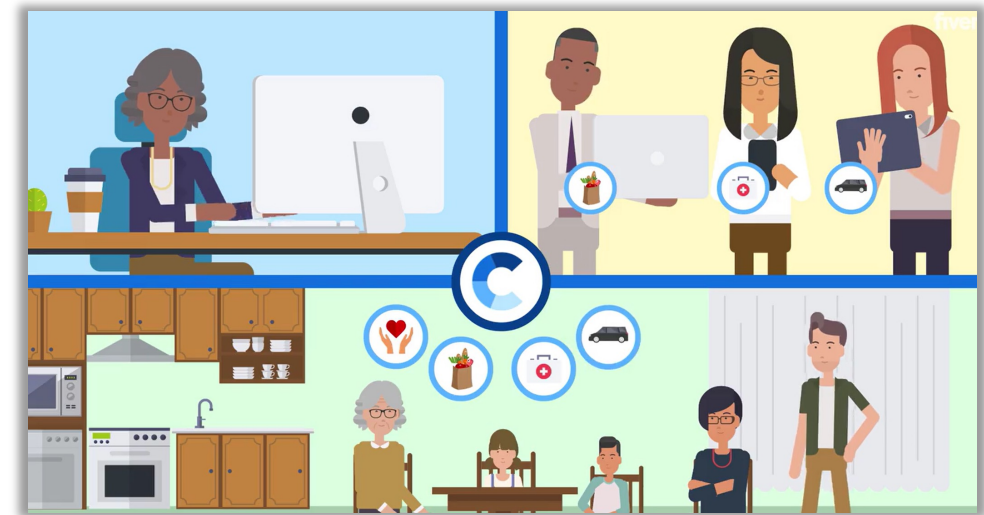- Replicable

- Secure

- Nimble

- SDOH focus

Cloud Hub for LTSS

- Securely share information

- Automate workflows

- Screen/assess clients

- Improve outcomes for the people served

- Connect partners, even when organizations are using different IT systems

- Achieve low administrative overhead

Meaningful Closed-loop Social Care Referrals & Care Coordination

- Community Care Hubs

- No Wrong Door/ADRC Hubs

- Adult Protective Services/HCBS Provider Partnerships

- Veteran Directed Care Programs

- Care Transitions Initiatives

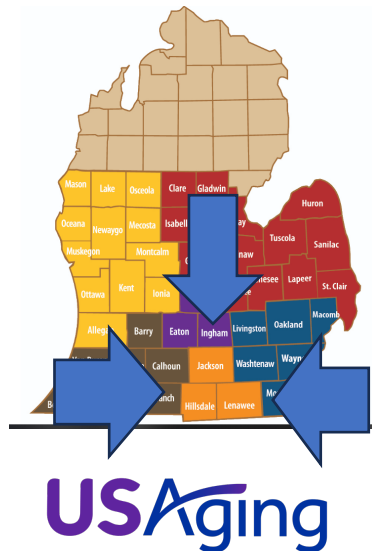- CMS Healthcare Navigators

- Grants

WellWise Services
Area Agency on Aging

INTEGRATION FOR SYSTEM OF CARE DATA COLLECTION

A collaborative approach lead by an Area Agency on Aging bridging IT platforms, the healthcare sector, community partners, and enhancing Social Determinants Of Health(SDOH) data collection.

WellWise Services
Area Agency on Aging

Supporting older adults and adults with disabilities to live safely and independently.

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Serving Jackson, Lenawee and Hillsdale Counties since 1974. 50 years in 2024!!

Michigan Health Endowment Funded Project
-Proposal included integration and Flexibilities needed to complete

*WellWise Services Area Agency on Aging uses WellSky and Compass for OAA funded services

Work Plan:

1) Develop software and interface to integrate data collection platforms

-this includes WellSky, RiverStar, Jackson Care Hub (system to outside system connection)

2) Involve community in project progress and design process

-understanding callers experience and other community partners

3) Expand hub (Social Determinants of Health-SDOH) to include Lenawee and Hillsdale counties

-build out of WellSky to include capturing SDOH for all; telling our story!

4) Implement and test technology system

-Activities and task specifics generated by the expertise of TBD Solutions

PROJECT TIMELINE-How does one Integrate?

Original grant period 12/1/21 through 2/28/23; gained no cost extension through 12/31/23; Final Report due to MHEF 1/31/24

- **Be Patient with the Process**
  - Included assuring project partners were vested, examining workflows, and defining/delivering on the outcomes/testing
    - Breakdown project from the start: Solidify consultant, workflow mapping, find the key players from each entity, meet routinely with clear action items to follow up on, assure efforts can assist into future
- **Find the right expertise for the ultimate outcomes**
  - Time for Project Lead to focus and gaining a Consultant with IT expertise was key
- **Have an innovative vision for the project**
  - Focused not only on data integration, but used resources to build platforms to continue to tell our story
- **Action items and roles of those involved clearly delivered and monitored**
  - Met routinely to keep on track

Develop software and interface to integrate data collection platforms

- **Jackson Care Hub:** A secure web-based network that enables service agencies across Jackson County to coordinate care for residents. Providers working in healthcare, housing, transportation, education, and many other sectors can all utilize a single system to identify local resources and refer clients directly to partner agencies for needed care.

- Resource for community Social Determinants of Health (SDOH) referrals- wanted to automate receipt of these referrals into our WellSky product

- Owned by Community partners, Henry Ford Health System is the fiduciary, data is housed by RiverStar who built the platform during the State Innovation Model

*connected to local 211 taxonomy; product of State Innovation Model (MDHHS)

It Security

-Governance: Who owns the data and where is it housed??

-Jackson Care Hub (Henry Ford Health System is Fiduciary, Community Owned, Riverstar built)
-WellWise Services AAA Intake data

-Is there a true security need-what kind of data is being exchanged?

-Have the proper BAAs, MOUs, and other signed agreements on file

-Run by the legal experts, Compliance Officers to assure entities are covered
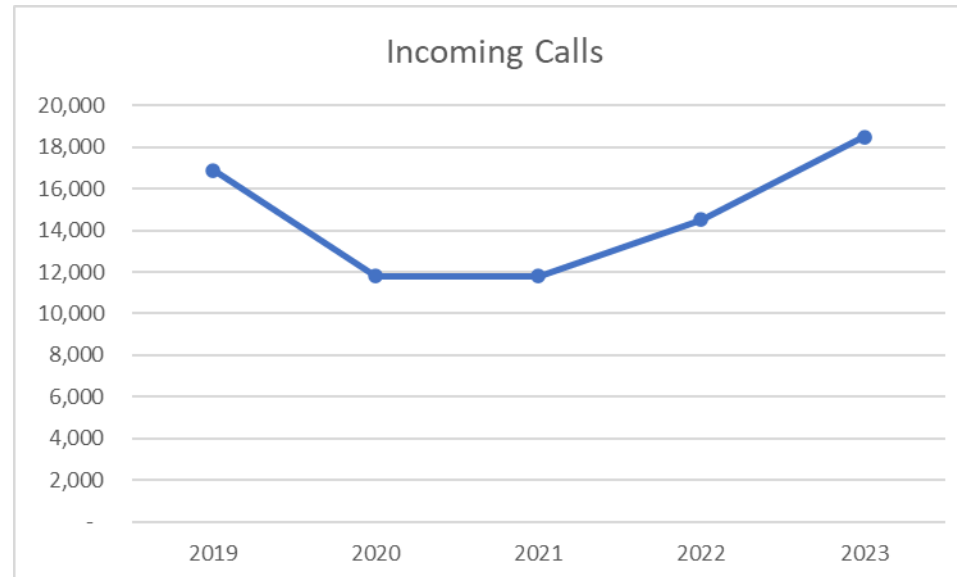
-Be patient, stay the course, and break through the red tape!

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WellWise Services
Area Agency on Aging

OTHER Grant Work - WellSky Expansion:

- In 2016, WellWise Services AAA started using WellSky to track calls and intake activities into our agency
- Prior to that we did not have a way to tell this story short of making tack marks on paper for the number of calls received to our agency
- Over the years, we have spent time changing workflows to assure we are tracking our story in the most accurate, efficient, and meaningful way possible....this takes TIME!

Incoming Calls

FISCAL YEAR 2023
Over 18,000 Calls!

Implementing and testing...

- Integration for RiverStar/WellSky/Jackson Care Hub happened on **10-30-2023!!!! May be one of the first system to system connections in our network- 70 automated referrals to date**

  (very new due to Governance challenges)

- NAPIS Export/Import Unit and Data automation-file exchange automated with WellWise Services and WellSky time spent building file exchange

- WellWise Services continues to do internal Process Mapping on Customer experience to tweak workflows along the way!

- The work is not done, continue to implement and test as we go

"Coming together is a beginning, staying together is progress, and working together is success." – Henry Ford

Questions/Comments:
kara.Lorenz@wellwiseservices.org
517-592-1707

Challenges:

- Assuring you have the right consultant and/or partners on the project

- Project Director must continue to follow up on Action Items and communicate with partners frequently

- Be prepared for "out of box" thinking- you will discover new ideas

- Stay the course…IT integration is new territory for our industry; there are governance and exchange security issues that will arise

- Time it took for integration between a CBO and Hospital and governance of the Care Hub

- Keep up the momentum and the work does not end when the project ends…sustain!