

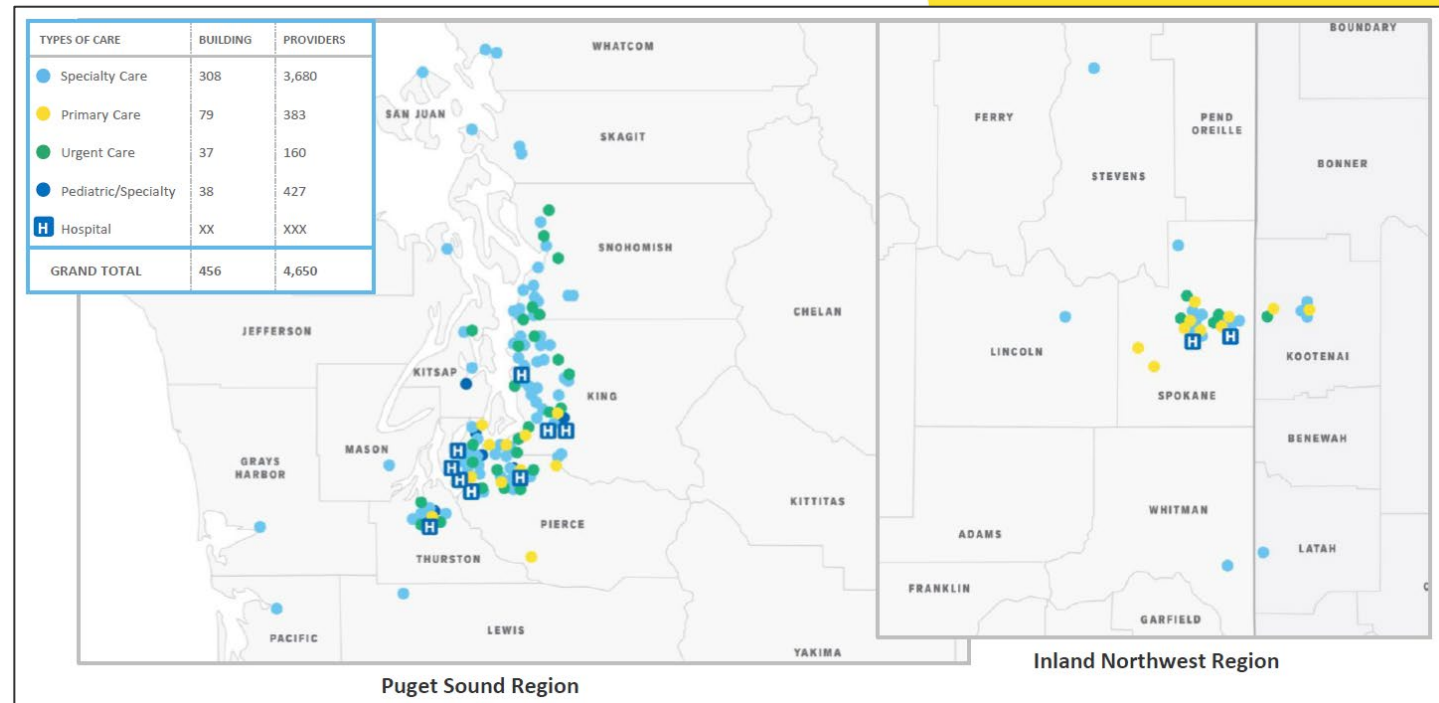


# NAACOS SDOH Collaborative Intro

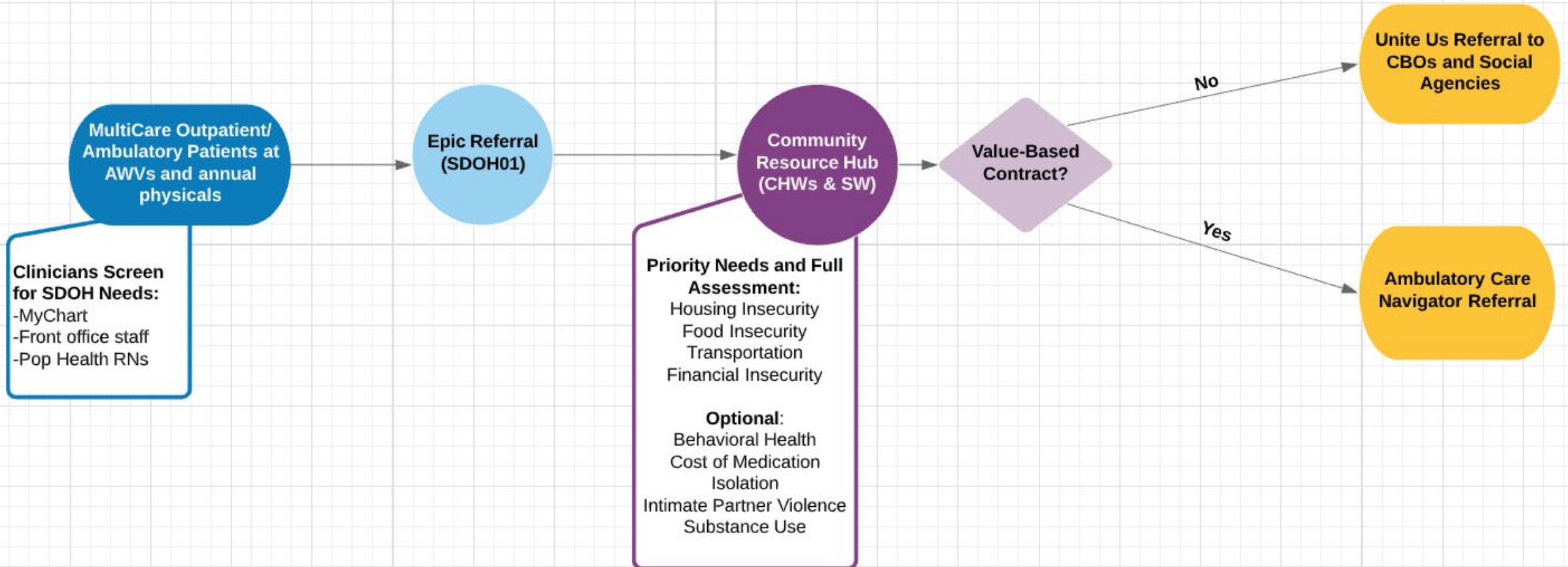
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## MultiCare Connected Care (MCC)

- » Wholly owned subsidiary of MultiCare Health System
- » Tacoma, WA based with footprint across WA state
- » Participating in MSSP Track 1+ since 2018, Enhanced Track with PY2022 start
  - 45 participating TINs with ~37,000 beneficiaries
- » Care Management program to outreach to high and rising risk patients
- » Utilize SNF 3-Day Waiver
- » Developed an SDOH closed-loop referral program for MultiCare Health System



# MCC



## Current Efforts to Address SDOH

- » Different paths for different populations
  - Ambulatory Care Navigators (ACNs) for VBA patients (including ACO population)
  - Community Resource Hub for non-VBA patients
- » Community Resource Hub Pilot
  - Front office staff document social needs (food, housing, transportation, & financial insecurity are priority domains)
  - Patients with needs referred through EHR to Hub for further assessment
  - Hub uses closed-loop referral technology to refer patient to community services
- » Using Unite Us as closed-loop referral technology
  - Partner to onboard community organizations to the platform
  - Conduct regular check-ins with other funding health care organizations (hospitals, health plans, ACHs)
- » Advocating at the state level for this work to be adopted statewide
- » Seed funding partially provided by internal Foundation grants
  - Sustainability relies on the ability to prove ROI

## Lessons Learned

- » Benefits of a neutral convener
- » Community Engagement is key
- » Go slow to go fast
- » We don't have a magic wand
- » Advocate, advocate, advocate



Thank you.

