



NCCARE360

NCCARE360 Quarterly Report • April-June 2019

This second edition of the NCCARE360 Quarterly Report will provide an update of network progress and share feedback from early adopters.

NCCARE360 OVERVIEW

North Carolina, through NCCARE360, is the first state in the country to create a shared statewide technology infrastructure and coordinated community networks uniting health care and human services, enabling providers to connect North Carolinians to the resources they need to be healthy, safe and well. NCCARE360 is a groundbreaking tool that has the power to transform lives and impact communities across North Carolina.

Specifically, NCCARE360 has three main functionalities:

1. A robust **statewide resource directory** that will include a call center with dedicated navigators, a data team verifying resources, and the ability to share these resources via text and chat capabilities
2. A **community resource repository** to integrate resource directories across the state
3. A **shared technology platform** that enables health care and human service providers to send and receive secure closed-loop electronic referrals, seamlessly communicate in real-time, securely share client appropriate information and track outcomes.

Research shows up to 80 percent of a person’s health is determined by social and environmental factors, and the behaviors that are influenced by them. Yet, navigating services like health, housing, employment, and transportation can be incredibly confusing and difficult. Organizations delivering these services often operate in silos, are disconnected and have no meaningful way of coordinating services for those living in the community. When providers do make referrals to other organizations, the process is manual, time-consuming, out of date and does not

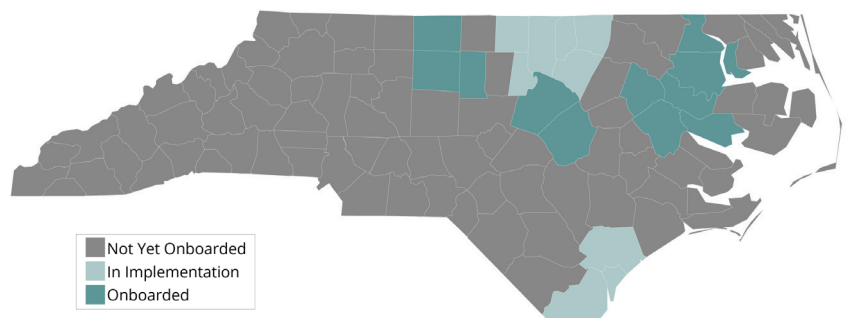
allow them to understand what happened to their client once the referral was sent.

NCCARE360 creates a connected and collaborative network of healthcare and human services organizations with a shared technology platform that allows for a coordinated, community-oriented, person-centered approach to delivering care in North Carolina.

While this technology is built on industry-leading standards, technology is just technology unless community partners see the value in the use of the platform in helping them better serve their patients and clients. The Community Engagement and Socialization Strategy, led by a team of 11 Community Engagement Managers and Customer Success Managers located in North Carolina, works with health care and human services organizations and providers ahead of, during and after launch to ensure NCCARE360 meets the needs of the community. Once launched, the teams elicit feedback on how the coordinated networks can perform better, while also working to onboard new organizations and providing on-going training and technical assistance to current users with regards to their specific workflow and implementation.

Figure I. NCCARE360 Coverage Map

NCCARE360 will be fully statewide by December 2020.



NCCARE360 IMPLEMENTATION PROGRESS REPORT

Rollout of NCCARE360 started in Jan. 2019, with implementation in all 100 counties by the end of 2020. Since the last quarterly report, NCCARE360 has made significant progress statewide. The data team at NC 2-1-1 has verified 1,559 organizations and 4,991 programs and formatted those resources at a fifth-grade reading level. As a support to existing users on the platform, NC 2-1-1 has added NCCARE360 navigators. The navigators role is to provide care coordination for providers or small organizations who do not have staffing depth to oversee the care coordination function. The NCCARE360 navigators oversee the referral and reporting process on behalf of the provider or organization. NCCARE360 navigators will also respond to assistance requests made from nccare360.org. Coordinated networks

have launched in 12 counties and implementation is active in nine additional counties (see Figure II. NCCARE360 Status Update).

Figure III. Engaged Organization/Department by Service Pillar

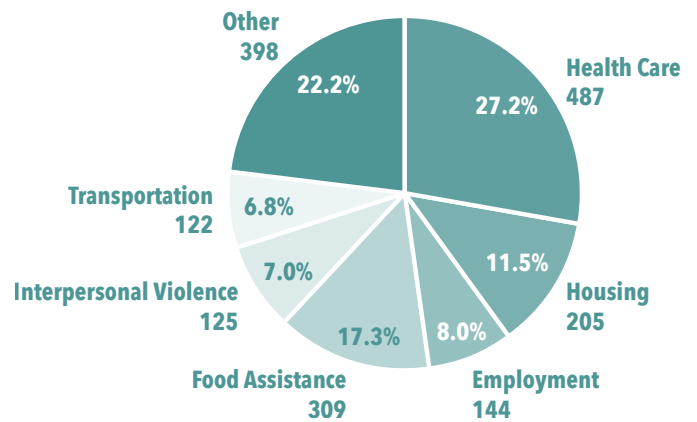


Figure II. NCCARE360 Status Update (as of June 30, 2019):

12 Counties Launched: Rockingham, Guilford, Alamance, Wake, Johnston, Pitt, Edgecombe, Bertie, Chowan, Martin, Hertford and Beaufort

9 Counties in Implementation Process: New Hanover, Brunswick, Pender, Durham, Persons, Granville, Warren, Vance and Franklin

1,357 Organizations engaged

256 Organizations onboarded onto NCCARE360 (with licenses)

1,204 NCCARE360 Active Users (with licenses)

405 Referrals Sent

216 Clients Impacted

NCCARE360 IN ACTION

NCCARE360 had its first launch event in May 2019 to celebrate the success of the first live network in Guilford, Alamance and Rockingham counties. After hearing community feedback, it was clear communities are already experiencing the benefit of NCCARE360 in their workflow and with their ability to serve patients/clients. Tracy Salisbury, Executive Director of Open Door Clinic of Alamance County, shared how NCCARE360 transformed the clinic's referral process. Before, clinical social workers spent hours searching for, emailing, and calling agencies to find resources to address their patient's needs, or simply handed them a brochure with information. With NCCARE360, Open Door Clinic staff can track referrals throughout



“We have a patient with transportation issues. She was having trouble getting to her medical appointments because she is not able to walk to the bus stop for public transit. We put a referral into NCCARE360 for LinkTransit. They accepted the referral and contacted the patient to complete an application for paratransit. Now LinkTransit’s paratransit service goes directly to patient’s home and picks her up.”

– Tracy Salisbury, Executive Director of Open Door Clinic of Alamance County



“Communities know what is best for them. They know what will work and won’t work. It isn’t up to us to tell communities but hear from them.”

– Anne Thomas, President and CEO of the Foundation of Health Leadership and Innovation



the process and have the information they need to send well-matched referrals to organizations where patients are eligible for services. From her experience, Salisbury assures organizations that it does not take a lot of time to enter a referral into NCCARE360. A coordinated care network like NCCARE360 allows organizations to have a greater impact serving North Carolinians because it pulls social services and safety-net agencies closer, creating a more streamlined process for connecting patients to the resources they need.

Kimetha Fulwood, Health Education Supervisor at Johnston County Public Health Department, described how NCCARE360 makes referring clients to services at other organizations more efficient.

“Before the Johnston County Public Health Department started using NCCARE360, we used several different methods for referrals. We used fax, phone and paper referrals,” Fulwood said. “Our experience with the implementation of NCCARE360 was exciting, intriguing and beneficial. It was first presented as a resource, then displayed as a working tool. It is a wonderful resource for residents of Johnston County.”

Implementation and Socialization Process

Before NCCARE360 is rolled out in a community, local influencers and stakeholders come together to steer and design the implementation process to meet their unique needs. By taking a ground up approach, NCCARE360 builds a coordinated network by listening to members of the

community, taking their input, and gaining an understanding of their needs and the resources that exist. This creates the foundation for a successful network by gaining the trust of a local community through its leaders, developing a shared understanding of the value coordinated care can deliver to a community, including community voices in the process, and creating forums for solving issues as they arise. To accomplish this, the process includes the following four steps:

- (1) **Discovery and Socialization:** Attend a community influencer or strategy session where information about NCCARE360 is provided, as well as an explanation on how it may work for an organization.
- (2) **Network Configuration:** Learn about and help design how NCCARE360 will support work to address the social needs in the community. This step will help an organization examine its workflow to make sure that NCCARE360 is configured uniquely for the environment.
- (3) **Training & Onboarding:** Complete the Partner Registration Form, decide who should attend a training and then get trained. Staff at the organization will go through security reviews, complete assessments and identify any further steps needed to ensure a seamless process.
- (4) **Post Launch Success:** Stay connected to the Community Engagement Manager who is dedicated to the region serving as a resource, bringing communities together regularly after launch to review data and network performance, and make modifications based on lessons learned.

Each Community Engagement Manager is assigned to a region, where they lead organizations in the community network building process during implementation, launch and after launch. In addition, North Carolina-based Customer Success Managers monitor the networks and provide on-going technical assistance. Additional onboarding help is available through a chat box on the NCCARE360 platform or by reaching out to the NC based customer success team.

Privacy and Security

Many community partners have asked about the privacy and security of data within NCCARE360. NCCARE360 meets Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), Federal Information Processing Standards (FIPS), and other privacy and security standards through its technology infrastructure and access controls (see Figure IV. NCCARE360 Data Privacy and Security).

Figure IV. NCCARE360 Data Privacy and Security

Technology and Data Infrastructure
<ul style="list-style-type: none"> Secured and encrypted data at rest and in transit HIPAA compliant Cloud Server (AWS) Business Associate Agreements (BAA) with all covered entities Audited technical, physical, and administrative safeguards Annual penetration testing and third-party audit 100 percent approved audits by local and state governments, and health systems/ health plans
Access Controls
<ul style="list-style-type: none"> Each organization is uniquely onboarded to authorize proper permissions based on the services they provide Each user is set specific roles for viewing permissions based on specific patient access Each program (within an organization) is assigned specific viewing permissions (i.e. ensuring non-clinical providers cannot see clinical information)

Areas of Specialized Focus

Interpersonal Violence

While NCCARE360 currently follows Violence Against Women Act (VAMA) and other standards, it is conferring with and convening a focus group of stakeholders with subject matter expertise and experience working with digital security specific to interpersonal violence and survivors of violence to ensure the platform can best meet the needs of this population.

Continuums of Care and Homeless Service Providers

Due to limited resources in the homelessness and housing space, North Carolina Continuums of Care have instituted Coordinated Entry, a process to provide consistent and uniform access, assessment, prioritization and referral to meet the needs of people experiencing homelessness or are at imminent risk for homelessness. Access to all homelessness services must go through the community's coordinated entry process, through which referrals are prioritized and sent to the appropriate organization.

NCCARE360 will not replace or interfere with coordinated entry. The NCCARE360 team is working with the 12 North Carolina Continuums of Care to ensure that the technology platform meets the needs and adds value to each Continuum of Care, the community partners within them, and, most importantly, the people they serve.

The NCCARE360 team met with leadership from each Continuum of Care on June 24, 2019 for initial discussions and will continue this work with each continuum of care.

NCDHHS Guidance to Divisions of Social Services and Local Health Departments

Some Local Health Departments have already onboarded and implemented NCCARE360 with great results. NCDHHS is working on preparing guidance and best practices for county Divisions of Social Services and other Local Health Departments on NCCARE360 and different implementation options.

For more information about NCCARE360, please visit www.nccare360.org or contact connect@nccare360.org.



NCCARE360 IS BEING BUILT IN COLLABORATION WITH:



Expound

