



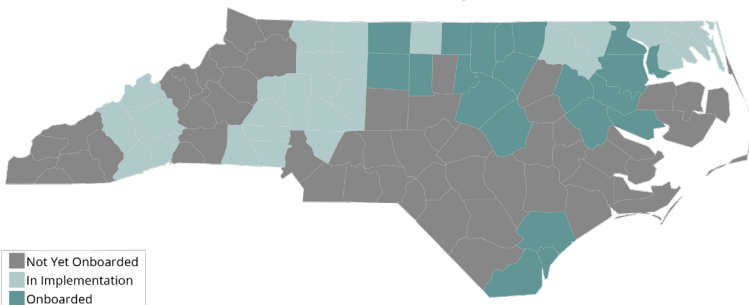
NCCARE360

NCCARE360 Quarterly Report • July-September 2019

NCCARE360 Implementation Progress Report

We are proud to announce that the implementation of NCCARE360 is going as planned. With the recent launch in Durham, Franklin, Granville, Person, Vance, and Warren Counties, NCCARE360 is now operating in 21 counties, and is on target to be in 29 more counties by year-end 2019.

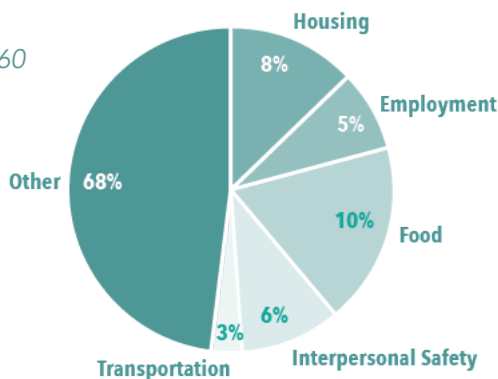
NCCARE360 Implementation Plan



In addition, the resource directory has been expanded to include more than 8,000 verified resources, ensuring that each NCCARE360 pillar service in all 100 counties of North Carolina are now available for referral.

If you are interested in joining the network as a network partner, you can get started by going to nccare360.org/join. A member of the community engagement team will reach out to get you started.

NCCARE360 Resources Verified



NCCARE360 Overview

When we pose the question, “What do people really need to be healthy?” the answer is pretty consistent and intuitive. Yes, access to high-quality medical care is critical; but so is access to healthy food, reliable transportation, a safe place to live, and a good job. However, people face a fragmented system of health and human services that can be hard to navigate. Providers often operate in silos, are disconnected, and have no meaningful way of coordinating services for local residents.

When a primary care physician notes that a patient needs a visit to a medical specialist, there are mature systems for the physician to make the referral and track the progress and outcomes of that referral. No such system existed to address the non-medical drivers of health. In addition, no systems existed to connect community-based organizations and social service agencies to each other.

NCCARE360 addresses this gap — and more. NCCARE360 is the first statewide, coordinated care network to electronically connect people with identified resource needs to community-based organizations like food pantries, and allow for a feedback loop on the outcome of that connection.

Continued on page 2

Community Spotlight: Rolling Up Our Sleeves at Cone Health to Change Lives with NCCARE360



By Kathy Colville, MSW, MPSH
Healthy Communities Director, Cone Health

I was speaking recently with a social worker at Cone Health, who told me about a patient who had lost her job, was going through a divorce, and was diagnosed with a very serious illness, all within a few weeks. Each of these situations alone is a source of significant stress; when they happen all at once, it can feel like the sky is falling in around you. This social worker felt hopeful for her client though, because she saw the impact of NCCARE360 in this situation and others.

"It helps you feel less alone in the world to know that someone out there is trying to find you and help."

The social worker was able to use NCCARE360 to alert local agencies who could offer legal assistance, counseling, and help with immediate needs, like housing and food. The social worker told me, "She doesn't have to go to each of these places to ask for help. These agencies are all reaching out to her. It helps you feel less alone in the world to know that someone out there is trying to find you and help."

This story illustrates an important goal of NCCARE360. This network is not intended to replace human connection. Its goal is to facilitate human connection.

This speaks to us at Cone Health, where our stated purpose is to connect healthcare and well-being; our promise is, "We are right here with you." We have learned that making NCCARE360 successful in our communities requires a lot of hard work and commitment. We are also convinced that it is absolutely worth it.

"For now, we are very happily a work-in-progress, grateful for this historic opportunity to build a human-centered network dedicated to changing lives and communities."

But let's talk frankly about the hard work involved. Cone Health launched NCCARE360 at the end of April with more than 100 employees licensed. A handful of very motivated people, the early adopters, took up the tool and were almost immediately successful. But many struggled.

Even people who really want to use NCCARE360 find it challenging to figure out how and when it "fits" into their processes. That's not a people or motivation problem; that's a process problem. So, in alignment with our LEAN management principle of "respect for people," we are looking at this differently.

We are stepping back and looking at our processes and training so that our employees have the support they need to be successful and make these connections happen. Our leadership is committed to making this work by mapping current processes and developing standard work to integrate NCCARE360 into our processes, as well as monitoring our results in a spirit of continuous improvement.

We have also been greatly supported by the NCCARE360 implementation team led by Unite Us to help our department leaders to offer training, work flow support, and additional opportunities to ensure that NCCARE360 is successful.

At Cone Health, we take our role as the first health system using NCCARE360 seriously. We unearth new ideas and issues every week and share them with the NCCARE360 team. We hope, by the time this tool comes to other communities, they will be

able to say, "Wow, what a great system. They really thought of everything!"

For now, we are very happily a work-in-progress, grateful for this historic opportunity to build a human-centered network dedicated to changing lives and communities. Now it's time to get back to work!

Endless Possibilities: Navigating NCCARE360

United Way of North Carolina's team works to ensure that the resources in NCCARE360 are up-to-date, verified and accessible, and build on its existing, robust NC 2-1-1 resource database — while also engaging the network of local United Ways as champions.

These community resources are also integral to the build-out of NCCARE360 and to inform the NCCARE360 community engagement strategy employed by the community engagement managers. The NCCARE360 resources team have verified more than 8,000 services in all of North Carolina's counties.

NCCARE360 Navigators, based in the 2-1-1 call centers, are also an integral part of the system. Navigators respond to requests for assistance received via www.nccare360.org, and support health care providers who need help making the best referral to meet their patients' health and human service needs. To date, NCCARE360 navigators have assisted with 64 referrals.

NCCARE360 Navigators Kim (working from Asheville) and Natalie (working from Durham) were interviewed by NC 2-1-1 State Director Heather Black. They were asked to share their perspectives as the key individuals receiving and routing referrals through the NC 2-1-1 Coordination Center for NCCARE360.

Continued on page 5

NCCARE360 STATUS UPDATE

OCT. 2019

Clients impacted



465

21
Counties
launched



1,634

Onboarded users

Counties in the implementation
29 process



396

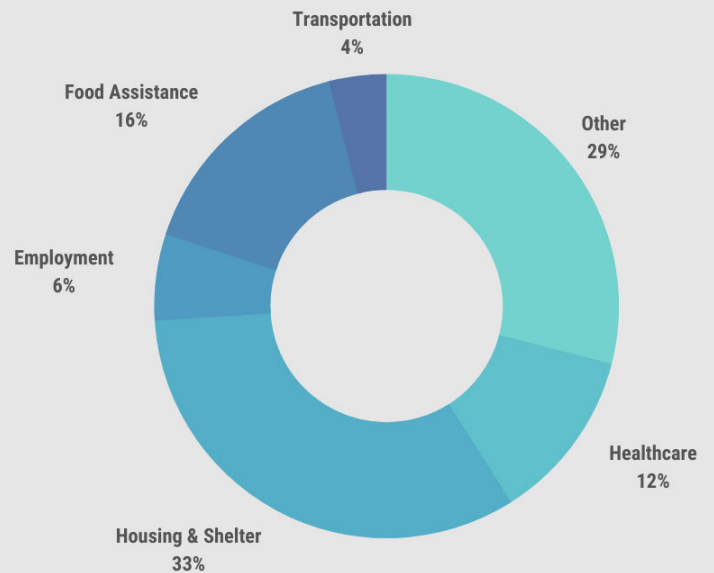
Organizations
onboarded

1,000

Referrals sent



SERVICES REQUESTED



www.nccare360.org



NCCARE360 is a public-private partnership between NCDHHS and FHLI, in collaboration with implementation partners that include the United Way of North Carolina/NC 2-1-1, Expound Decision Systems, and Unite Us. Partners are working together to develop guidelines and recommendations for social service departments and community-based human service agencies, as well.

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



NCCARE360 IS BEING BUILT IN COLLABORATION WITH:



Expound

