



NC Department of Health and Human Services

Healthy Opportunities

Erika Ferguson, MPP

Director, Office of Healthy Opportunities

NC Department of Health and Human Services

North Carolina Diabetes Council Meeting

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Why Focus on Healthy Opportunities?

“Healthy Opportunities,” commonly referred to as the social determinants of health, are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

- Access to high-quality medical care is critical, but research shows up to 80 percent of a person’s health is determined by social and environmental factors and the behaviors that emerge as a result.
- Addressing the factors that directly impact health is a key component of meeting DHHS’s mission to improve the health, safety and well-being of all North Carolinians while being good stewards of resources.

North Carolina’s Healthy Opportunities Priority Domains

Housing



Food



Transportation



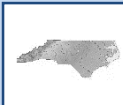
Interpersonal
Violence



Healthy Opportunities Initiatives

Strategy to bridge health care and human services across diverse populations and geography at scale.

Key Healthy Opportunities Initiatives



“Hot Spot” Map



Screening Questions



NCCARE360



Medicaid Transformation & Healthy Opportunities Pilots



Workforce



Connecting Resources

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Connecting Resources

NCCARE360

NCCARE360 is the first statewide coordinated network that unites healthcare and human services organizations with a shared technology platform allowing for a coordinated, community-oriented, person-centered approach to delivering care in North Carolina.



NCCARE360 Functionalities

	Functionality	Partner	Timeline
Resource Directory & Call Center	Directory of statewide resources that will include a call center with dedicated navigators, a data team verifying resources, and text and chat capabilities.		Phased update 2019 – Spring 2020 * Currently has verified resources across all counties and all domains
Resource Repository	APIs integrate NCCARE360 directory with resource directories across the state to share resource data in one repository.	 Expound	Phased Approach
Referral & Outcomes Platform	An intake and referral platform to connect people to community resources and allow for a feedback loop.		Rolled out by county January 2019 – December 2020
Hands on, in-person technical assistance and training to on-board providers and community organizations.			

NCCARE360 Coordinated Network

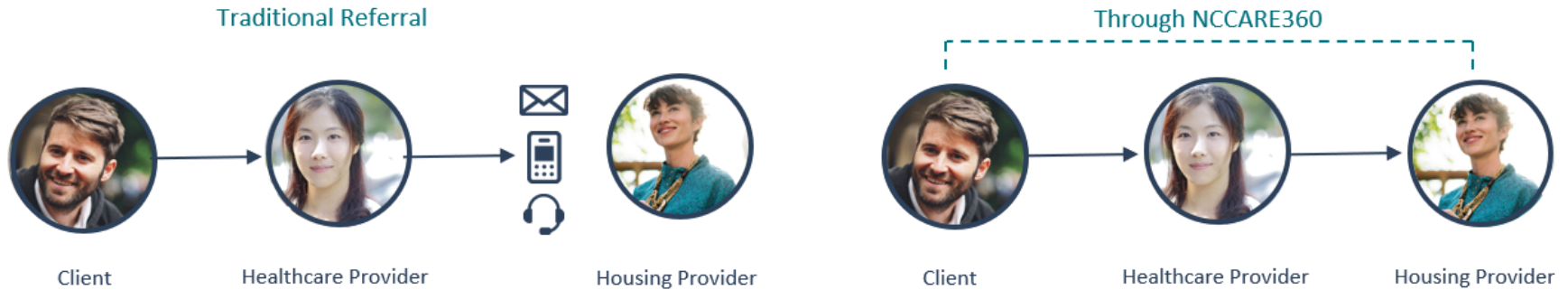
A **coordinated network** connects providers (such as health care providers, insurers, or community organizations) through a shared technology platform to:

- **Communicate** in real-time
- Make **electronic referrals**
- Securely share client information
- Track **outcomes together**



Coordination Platform at Work

Improving coordination efficiency and accuracy



- ✗ Service provider cannot always exchange PII or PHI via a secure method
- ✗ Limited prescreening for eligibility, capacity, or geography
- ✗ Onus is usually on the client to reach the organization to which he/she was referred
- ✗ Service providers have limited insight or feedback loop
- ✗ Client data is siloed & transactional data is not tracked

- ✓ All information is stored and transferred on HIPAA compliant platform
- ✓ Client is matched with the provider for which he/she qualifies
- ✓ Client’s information is captured once and shared on his/her behalf
- ✓ Service providers have insight into the entire client journey
- ✓ Longitudinal data is tracked to allow for informed decision making by community care teams

No Wrong Door Approach



Configurable & Structured Data

Real-time reporting of outcomes, performance & efficiency

Close Case X

Is Resolved? *

Resolved

Outcome *

Select...

- Client Self-Resolved
- Referred out of Network
- Received Information
- Employed Part Time
- Employed Full Time
- Received Job Training
- Received Job Counseling/Coaching

Exit Date *

07-07-2017

CANCEL CLOSE CASE

Closed Cases by Resolution and Service Type

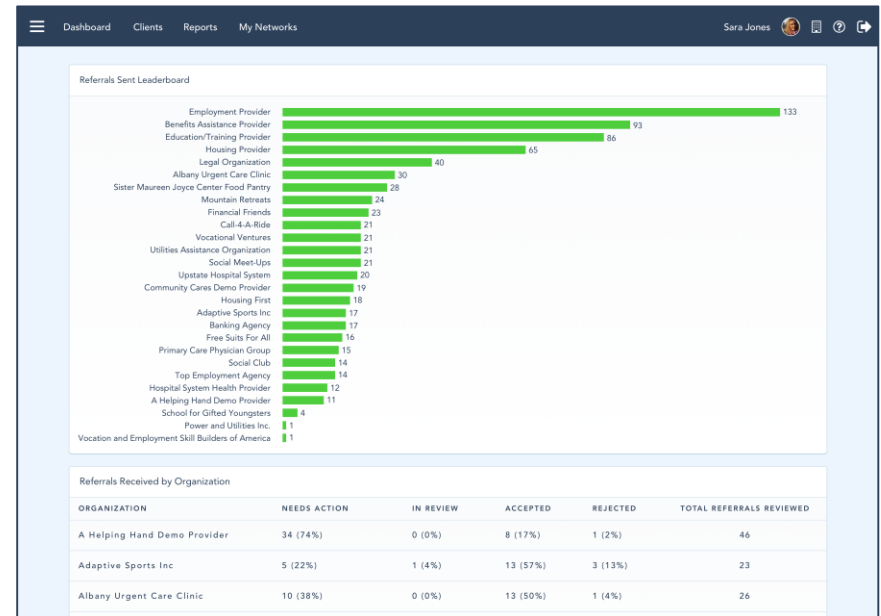
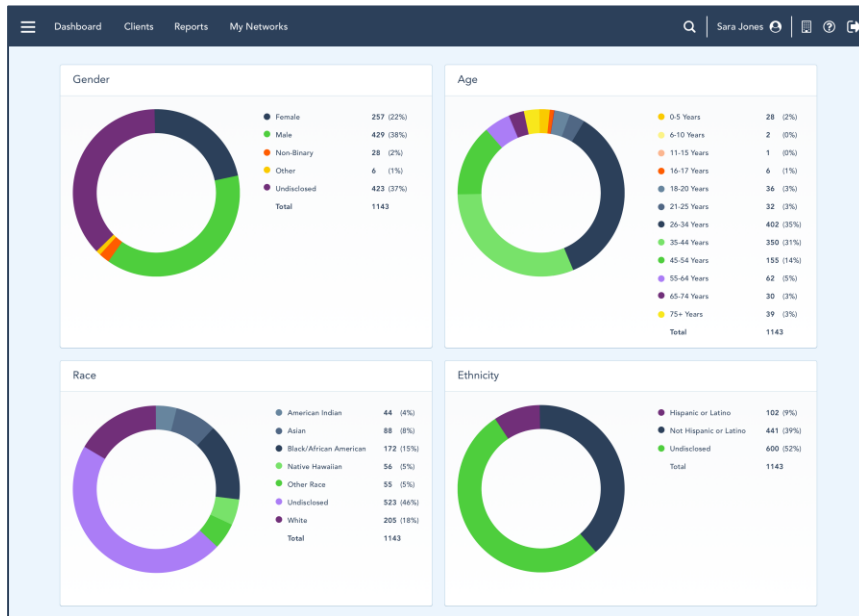


Closed Cases by Outcome for Employment



Configurable & Structured Data

Real-time reporting of outcomes, performance & efficiency



Patient Level Coordination & Tracking
 Patient Demographics, Access Points,
 Service Delivery History, Outcomes

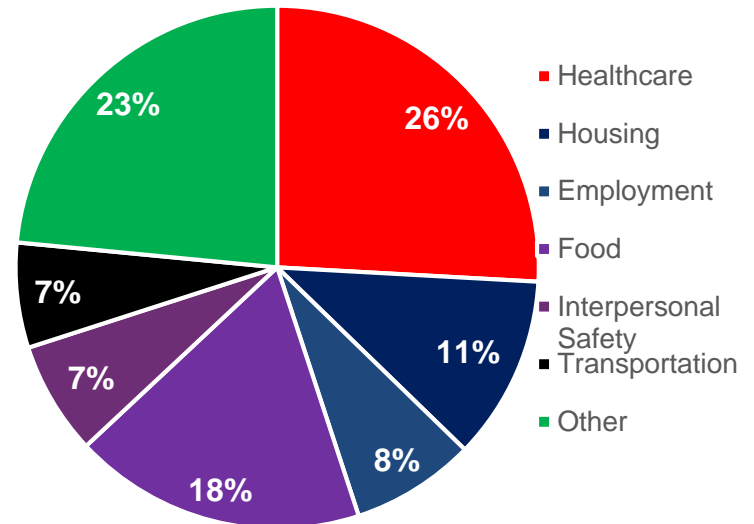
Network Level Transparency & Accountability
 Service Episode history, Referrals Created,
 Structured Patient Outcomes

Status Update (as of 10/30/19)

NCCARE360 Implementation Status Update	
21	Counties launched (Alamance, Beaufort, Bertie, Brunswick, Chowan, Durham, Edgecombe, Franklin, Guilford, Granville, Hertford, Johnston, Martin, New Hanover, Pender, Person, Pitt, Rockingham, Vance, Wake and Warren)
29	Counties started on implementation
1619	Organizations engaged in socialization process
408	Organizations with NCCARE360 licenses
1664	Active Users
1237	Referrals Sent

NCCARE360 Resource Repository	
2,954	Organizations verified
10,736	Programs verified

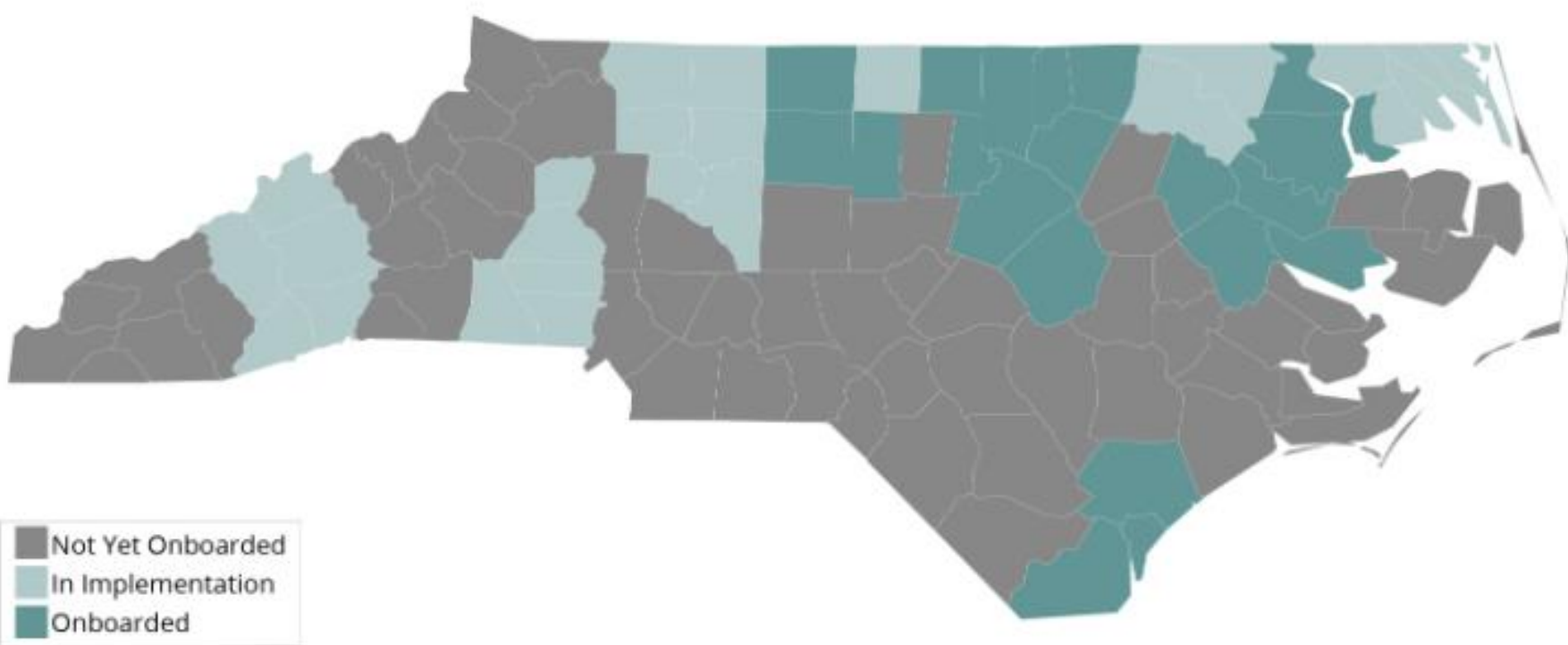
Engaged Organizations by Service Type



NCCARE360 will be implemented statewide by end of 2020

State Coverage

Began rollout January 2019, statewide by December 2020



Questions