Overview:

1. What is NCCARE360?
2. Joint Vision
3. NC Data Repository
4. Coordinated Network
5. Data, Impact, Outcomes
What is NCCARE360?

**NCCARE360** is the first statewide coordinated network that includes a robust data repository of shared resources and connects healthcare and human services providers together to collectively provide the opportunity for health to North Carolinians.

**NCCARE360 Partners:**

[Images of logos for various partners]
Vision:

1. Build a **system of health** that is focused on the person and helps them access the services and resources they need to be healthy.

2. Invest in both existing and new infrastructure to enable different types of organizations to connect people to health and social services in a way that makes the system more efficient.

3. Provide visibility and accountability to help bridge the gap between health care and social services.

Ours is a **Vision**, not just a product.
Building a Healthier North Carolina
Part of a Broader Statewide Framework

The Problem:
Connecting people to community resources is inconsistent, not coordinated, not secure, and not trackable.

The Solution:

1. Uniform system for providers, insurers, and community organizations to coordinate care, collaborate, and track progress and outcomes.

2. Tool to make it easier to connect people with the community resources they need to be healthy.

3. Track statewide, regional, and community – level data on service delivery and outcomes achieved.
Three Partners
Three Deliverables

- **211 North Carolina**
  - Text and Chat
  - Dedicated navigators
  - Data team verifying resources

- **UNITE US**
  - Intake and Referral
  - Outcomes Platform
  - Local agency engagement
  - Outcomes Reporting
  - Web Search and Site

- **Expound**
  - System Integration
  - Data Repository
  - Accepts and shares resources
Your Community Resources in One Place

In Network

*Organizations onboarded to the platform*

- Agree to NCCARE360 platform requirements
- Have completed training and on-boarding
- Responsibility to report outcomes

Vs.

Out of Network

*Organizations that have not been onboarded to the platform*

- Searchable and Identifiable
- Not part of the NCCARE360 platform yet
- Do not report outcomes
- Originally part of the NC 2-1-1 existing database or added to the repository by other organizations
The Data Problem

- Multiple Directories
- Multiple Vendors
- Proprietary Formats
- Non-Standardized content
- Unique ways to transmit data
- Hard to keep updated

- No Universally accepted schema
- No authoritative “aggregator”
- Industry incentivized to disaggregate
- No easy way for users to consume data
- Current way: technically complex & costly
The Data Solution
North Carolina Data Repository

Receive
2-1-1 receives data from multiple sources and different structures/formats

Validate
2-1-1 NC Certified Resource Specialists apply I&R industry standards to data to ensure content is complete, accurate and non-duplicative

Push
Replicate data from 2-1-1 into state data repository

Standardize
Transform data from proprietary to public format (Human Services Data Specification)

Load
Load data to NC data repository, where data enriched and marked up

Publish
Publish data in an open specification for easy access and use (Human Services Data API Suite)
What is a 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
Cooperation Platform at work

Improving coordination efficiency and accuracy

Traditional Referral

- 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

Through NCCARE360

- 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
Network Model: No Wrong Door Approach
Understanding Referral Workflows

Client

Care Coordinator

Housing Need Identified along with other needs

Additional Needs Identified

Housing Provider

Employment Provider

Referral

Referral

Referral

PROPRIETARY & CONFIDENTIAL
Configurable Screening:
Patient and/or provider facing algorithmic screenings to stratify risk and identify specific co-occurring needs

Electronic Referral Management:
Seamless referral workflow sends the right data to the right provider(s) to address specific needs

Assessment/Care Plan Management:
Custom care plans for each service need that are attached to referrals so receiving providers get a head start

Bi-Directional Communication/Alerts:
Automated notifications keep all organizations up to date, while care team members can securely communicate with each other

Outcomes:
You get to know exactly what services were delivered, and the entire history for every intervention by your external partners
The Data You Need

Real-time reporting of outcomes, impact, performance & efficiency

- **Patient Level Coordination and Tracking**
  - Gender
  - Age
  - Race
  - Ethnicity

- **Network Level Transparency & Accountability**

**Patient Demographics, Patient Access Points, Service Delivery History, Outcome Breakdowns**

**Service Episode history (longitudinal), Referrals Created, Received by, Structured Patient Outcomes for each specific need addressed**
Configurable & Structured Reporting
Granular and detailed outcomes for every type of service
Improved Efficiency in North Carolina
Accelerating intake, referral, and closing the loop

IN CHARLOTTE, NC
Year 1 Quarter: All Services

Efficiency has increased by …
+88%
+71%
+69%

Average time in days to …
… intake and refer a client
12.3 Q1, 7.6 Q2, 7.3 Q3, 3.1 Q4, 1.5 Q5
… make a positive match
6.5 Q1, 2.6 Q2, 3.1 Q3, 1.5 Q4, 1.9 Q5
… close a referral
42.8 Q1, 40.3 Q2, 32.1 Q3, 21.7 Q4, 13.4 Q5

Data from a Coordinated Network in Charlotte, NC (Powered by Unite Us)
Architecture supporting all systems
Unite Us integrates with other platforms ensuring seamless workflows

2-1-1

iCarol
Used by +50%
National 2-1-1
Market

EHRs
App Orchard
&
Health Planet Team

Community
Various tools used in the community

VA
Kiosks in VAMCs
Fully Integrated into EHRs
Creating a Seamless Experience