



**ClinicalConnect**  
Health Information Exchange



**PCMH**  
PATIENT-CENTERED MEDICAL HOME  
**Learning Network**



# PA Navigate Functionality & Implementation

*A presentation to PCMH Learning Network –  
Western PA Session  
August 15, 2023*



**PA NAVIGATE**  
linking patients to community resources

*Presented by:*

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# Today's Agenda

- Welcome and Introductions
- Health information exchange in PA
- Overview of ClinicalConnect HIE
- SDOH Workflow Challenges
- RISE PA
- Resource and Referral Tool (R&RT) Grant
- PA Navigate
- How PCMH can assist PA Navigate
- Q/A and Conclusion

# Health Information Exchange in Pennsylvania

The P3N exchanges data among the five P3N-certified HIOs across PA, along with the PA Department of Corrections & the Delaware HIO.



 <b>Central PA Connect</b> HEALTH INFORMATION EXCHANGE	 <b>HealthShare Exchange</b>
 <b>ClinicalConnect</b> HEALTH INFORMATION EXCHANGE	 <b>KeyHiE</b> Keystone Health Information Exchange
 <b>DHIN</b> Delaware Health Information Network	 <b>Lehigh Valley Health Network</b>

# About ClinicalConnect HIE

## Health Information Exchange:

We are dedicated to securely aggregating data for better quality care, monitoring, and reporting

## 501©(3) Non-Profit Company

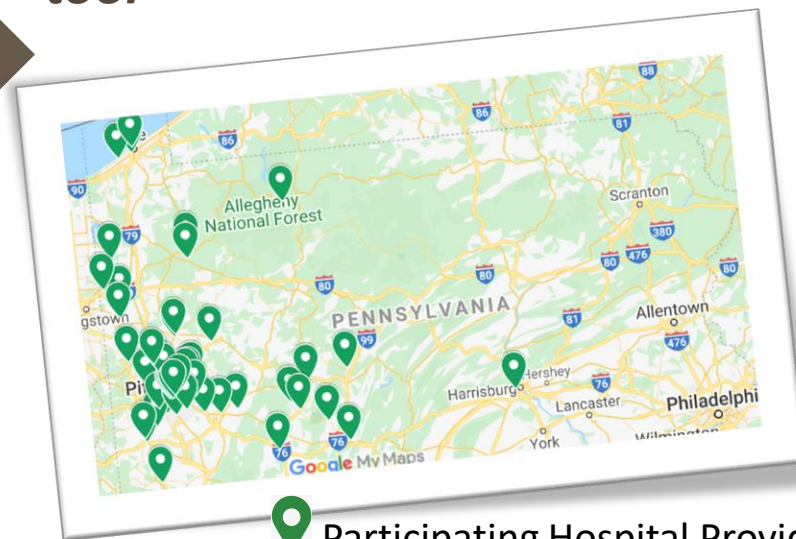
- *Founded in 2011 by nine western-PA area hospitals*
- *Meets highest privacy & security standards*
- *Follows an Opt-Out Patient Consent Model*

Comprised of >40 hospitals, plus physician practices, FQHCs, Health Plans, MCOs, ACOs, rehabilitation and post-acute care facilities

## Connected regionally, state-wide, and nationally

*Proud members of the P3N & eHealth Exchange; Carequality connection coming 2024!*

- *>5 M patients are participating in our Exchange from across all 50 states!*
- *One of the four P3N HIOs selected to implement the new state-wide resource & referral tool*



 Participating Hospital Providers

# ClinicalConnect

HEALTH INFORMATION EXCHANGE

## SERVICES

 **ConnectAlert**  
REAL-TIME NOTIFICATIONS



REAL TIME ALERTS OF PATIENT  
EMERGENCY DEPARTMENT AND  
HOSPITAL ENCOUNTERS

 **ConnectChart**  
CLINICAL DATA REPOSITORY



LONGITUDINAL PATIENT RECORD  
WITH QUERY/RETRIEVE ACCESS  
OF TRUSTED EXTERNAL PARTNER  
DATA

 **ConnectDirect**  
SECURE COMMUNICATION



HIPAA COMPLIANT, SECURE  
EMAIL SERVICE FOR THE  
EXCHANGE OF ELECTRONIC  
PROTECTED HEALTH  
INFORMATION

 **ConnectQuality**  
CLINICAL DATA AGGREGATION



AGGREGATED CLINICAL DATA  
FOR QUALITY REPORTING AND  
CARE MANAGEMENT  
INITIATIVES

*Data sources vary by CCHIE Service*



# PARTICIPATING ORGANIZATIONS

\* = Founding Members    † = Current Data Contributors



## ACCOUNTABLE CARE ORGANIZATIONS

- **Bridges Health Partners**



## INDEPENDENT PHYSICIAN PRACTICES

- **Direct Care Pittsburgh: Highland Park**
- **Eye Doc Associates**
- **Jules Kann, MD and Malcolm Harris, MD, PC**
- **Nulton Diagnostic & Treatment Center**
- **Pediatric Care Specialists†**
- **South Hills Family Medicine†**
- **Sean Unice, DO**



## INTERMEDIATE CARE FACILITIES

- **Verland†**



## FEDERALLY QUALIFIED HEALTH CENTERS

- **Broad Top Area Medical Center**
- **Community Health Clinic†**
- **Cornerstone Care Community Health Centers**
- **Hamilton Health Center†**



## HOSPITALS & OWNED PHYSICIAN PRACTICES

- **ACMH Hospital\*†**
- **Butler Health System\*†**
- **Excelsa Health\*†**
- **Heritage Valley Health System\*†**
- **Meadville Medical Center†**
- **Millcreek Community Hospital – LECOM Health**
- **St. Clair Health\*†**
- **The Children's Home - Pediatric Specialty Hospital†**
- **UPMC\*†**
- **Washington Health System\*†**



## HEALTH PLANS

- **UPMC Health Plan**



## HOME HEALTH AGENCY

- **UPMC Innovative Homecare Solutions**



## MANAGED CARE ORGANIZATIONS

- **AbsoluteCare**
- **Community Care Behavioral Health**
- **PA Health & Wellness**



## SKILLED NURSING FACILITIES

- **Presbyterian SeniorCare Network†**



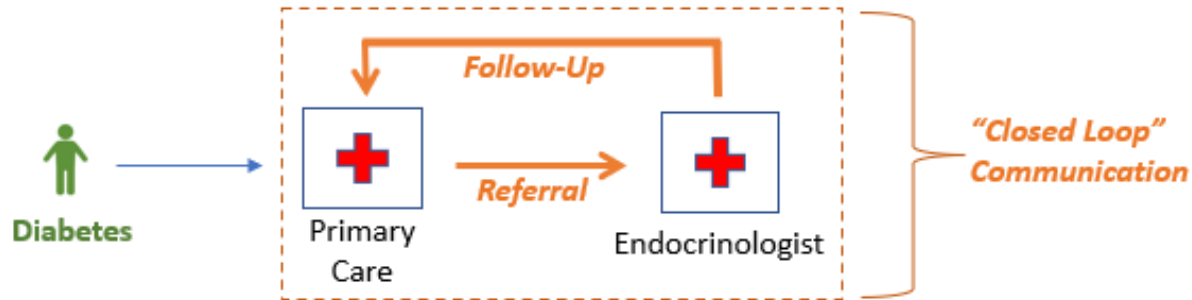
## SOCIAL SERVICE AGENCIES

- **Allegheny County Department of Human Services**
- **PA PACE**

Updated 7/14/2023

# Current SDOH Workflow Issues

MEDICAL NEEDS



SOCIAL NEEDS

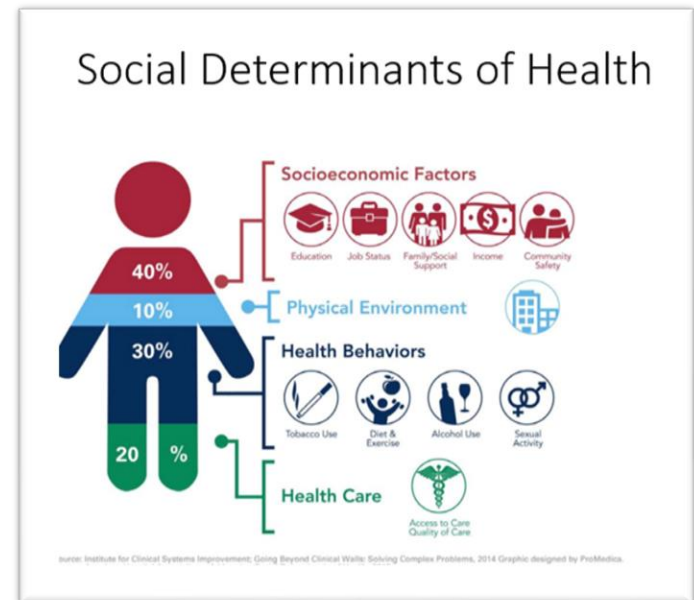


THE ISSUES

- *Community-based organizations (CBOs) do not know who is referred to them.*
- *Providers can't directly refer their patients to CBOs to get their social needs addressed.*
- *CBO & Provider systems do not communicate with one another.*
- *No common way to screen for social needs.*
- *CBOs do not have up-to-date information on community-level social needs.*

# Background – SDOH in Pennsylvania

- **RISE PA**
  - Resource Information and Services Enterprise
  - Previous PA DHS statewide initiative to address unmet social needs
  - Procurement was cancelled May 2021
  - Decision made instead to move forward with this program by integrating into the P3N health information exchanges (HIOs)





## RFA 03-22 R&RT Grant

- **Four HIOs** (*Central PA Connect, ClinicalConnect HIE, HSX & KeyHIE*) awarded **\$15M in ARPA funds to collectively procure & implement a single, statewide, resource and referral tool (R&RT)**
- R&RT to do closed-loop referrals for SDOH needs
- HIOs will integrate R&RT into the P3N and their respective HIOs for their provider/member organizations (MOs)
- Selected vendor will onboard community-based organizations (CBOs); no cost to non-profit CBOs
- CBOs can access R&RT through the vendor or the HIOs

## RFA 03-22 Grant Funding

- Grant Funding Highlights
  - Across Pennsylvania, 90+ MOs and CBOs were awarded \$2.82 M to integrate with the selected R&RT platform
    - *ClinicalConnect HIE will be working with 21 of the 90+ to implement the selected R&RT!*

# RISE PA is now *PA Navigate!*

- **PA Navigate Goals**

- Build a PA statewide platform for connecting patients to social services
- Make SDOH data as shareable as clinical data
- Enable a population-level view of citizens' needs and CBO capacities to meet them
- Help make Social Care sustainable

- **HIO Consortium Formed**

- R&RT system procurement
  - RFP process, system review & selection
  - Vendor contracting
- R&RT system implementation



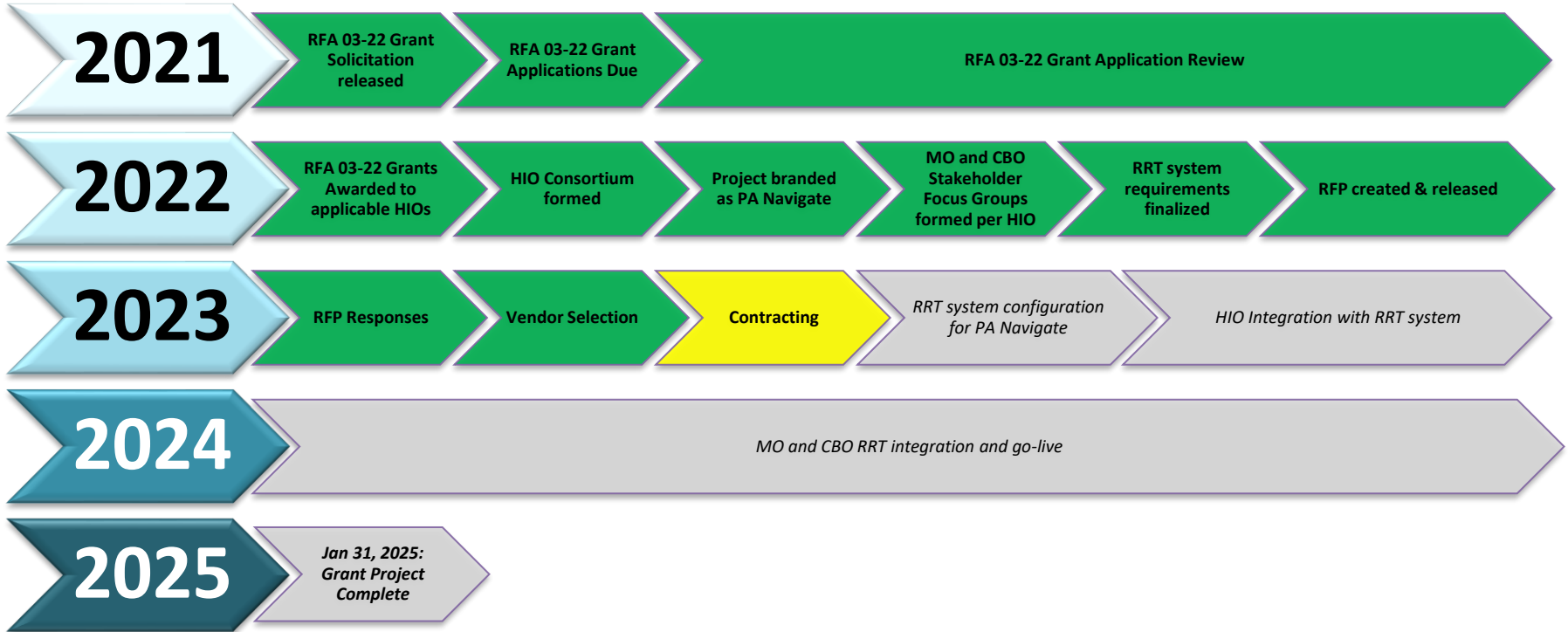
**PA NAVIGATE**

linking patients to community resources



# Timeline

**PA NAVIGATE**  
linking patients to community resources



Key:



# HIO Consortium's R&RT Vendor Selection Process



## Stakeholder Identification

Identified Key Stakeholders to Participate in Focus Group

PA211/United Way

Key Member Organizations – Providers, Health Systems and Payers

Community Based Organizations



## RFP Creation / Letters of Intent

Formulated RFP to Send to Vendors

Based on State RFP

Focus Group Feedback

Special Needs of HIO Community

Received 11 Vendor Letters of Intent (LOI)

HIO consortium addressed numerous questions



## RFP Review / Vendor Selection

7 vendors formally responded to the RFP

Responses scored by the HIOs using an established algorithm

*NOTE: PA211/United Way was part of the RFP response for some vendors, so they were removed from Focus Group discussions going forward*

Determined short-list of top 3 vendors

3-hour vendor system demos conducted which included Focus Group members and HIOs

Obtained feedback from Focus Group and HIOs

Determined winning vendor



## PA NAVIGATE – Partnering with



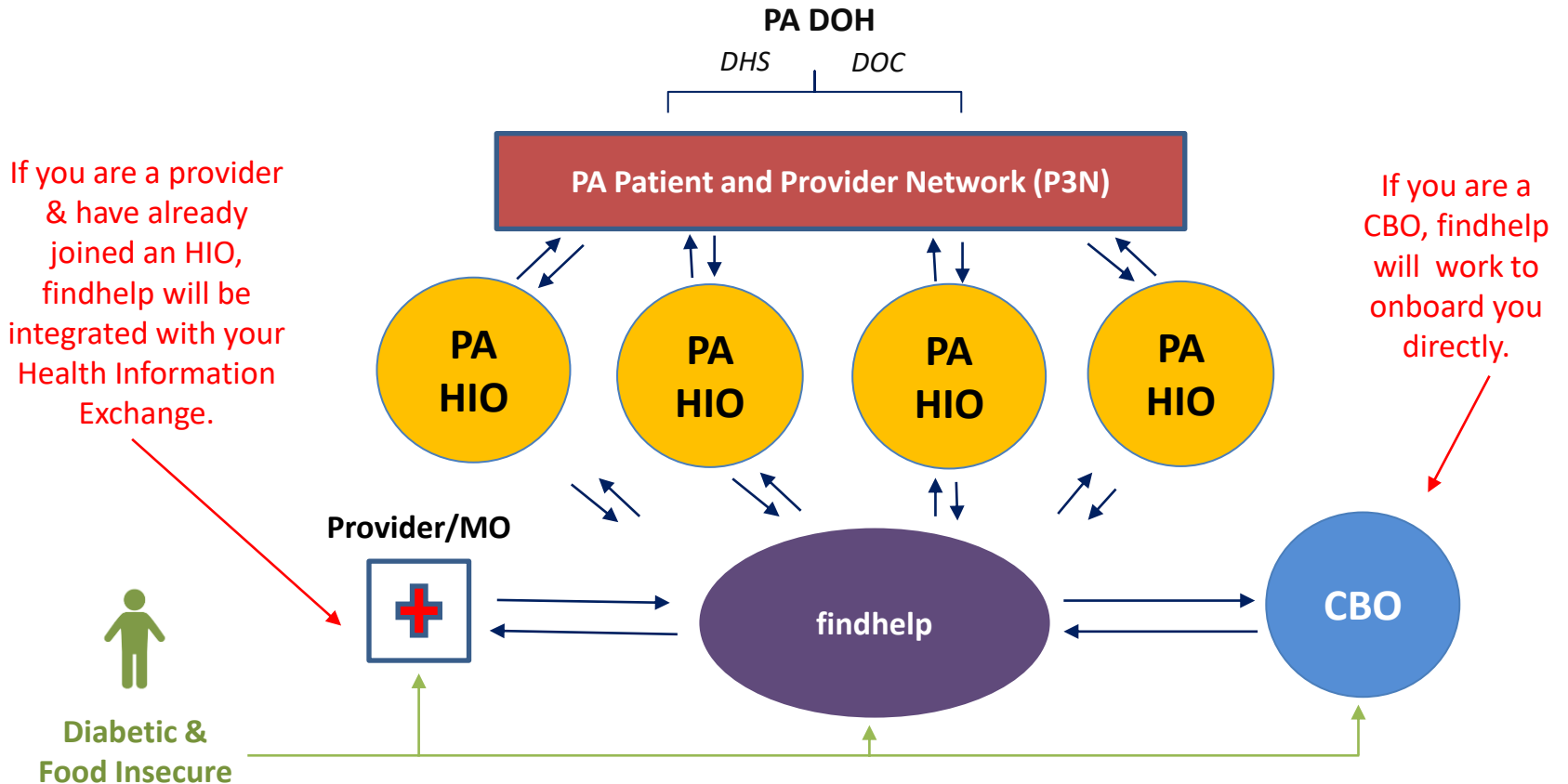
- **PA Navigate's selected vendor is findhelp**
  - *Formerly Aunt Bertha*
  - [www.findhelp.org](http://www.findhelp.org)
- Vendor strengths:
  - Existing PA market-share
  - EHR integration capabilities
  - Partnered with PA 211 / United Way of PA for CBO engagement
  - #1 SDOH network rating by KLAS



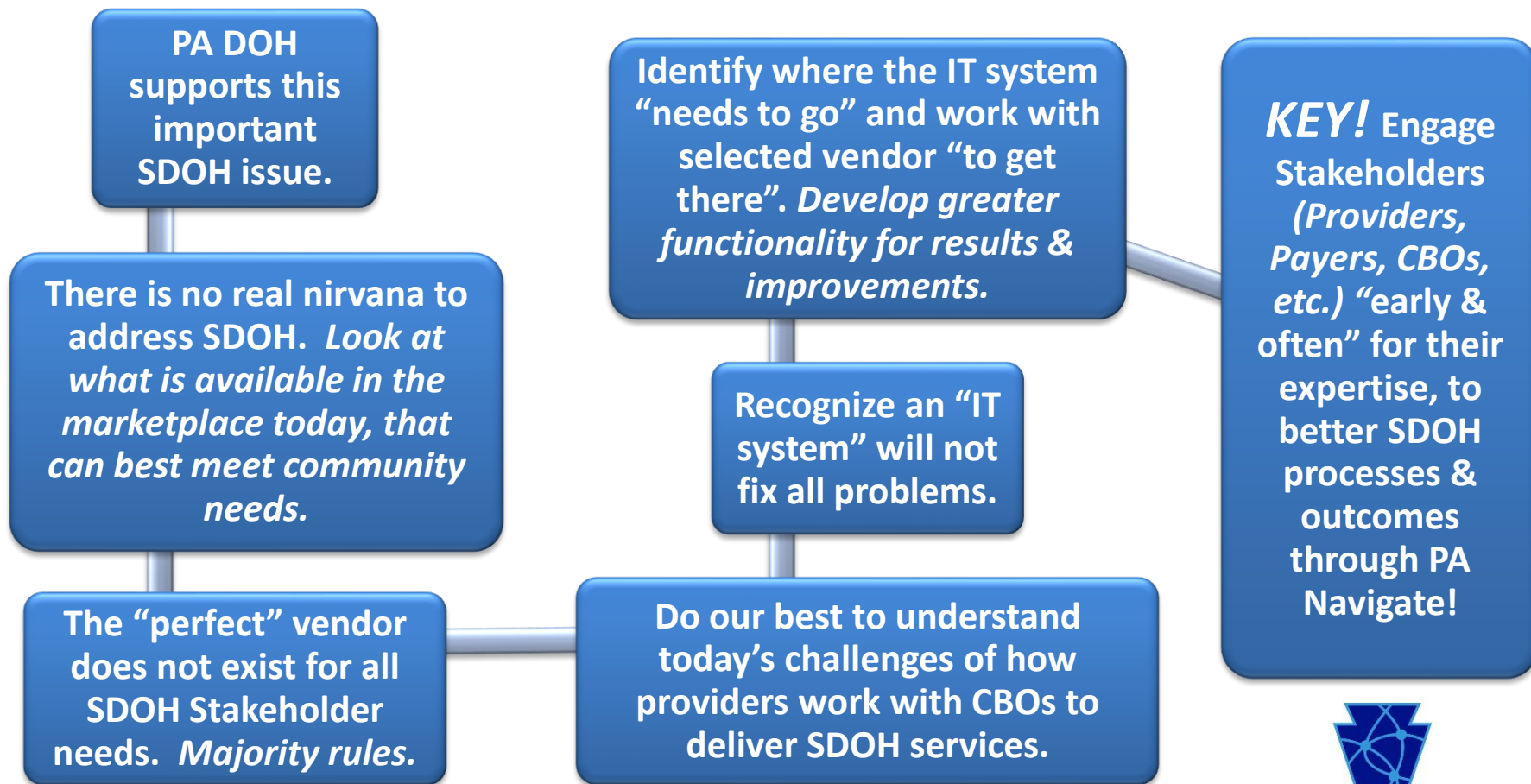


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# Workflow - Proposed



# What We Know Today!



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# LET'S TALK - How PCMH can assist PA Navigate!

## Discuss Current State

- What PA State requirements are in place for PCMHs related to SDOH needs?
  - *Contracts*
  - *Coding for SDOH factors*
  - *SDOH Assessments*
  - *Reporting*
  - *Funding*
- What are PCMHs' SDOH screening and referral and reporting workflows?
  - *Use of Z codes*

# LET'S TALK - How PCMH can assist PA Navigate!

## Discuss Current State

- What SDOH systems are in use by PCMHs?
  - *Electronic systems / EHRs?*
  - *Manual processes?*
- Who are your primary CBOs?
  - *Disciplines – Food, Housing, Transportation*
- Do your CBOs use manual or electronic systems for referrals?
- What type of follow-up occurs between the PCMH and CBO when referrals are made & addressed?

# LET'S TALK - How PCMH can assist PA Navigate!

## Discuss Current State

- Will your CBOs participate with PA Navigate?
  - *Roadblocks*
    - *E.g.: Limited staff or technology*
  - *Incentives*
- What patient privacy concerns do PCHMs' have related to SDOH factors?
- What are PCMHs' internal strategies or goals to better meet your patients' SDOH needs?
- What does PCMHs' consider their greatest SDOH challenges?



- PA DOH has defined the ***'WHAT'***
- Now through PA Navigate, the ***'HOW'*** will be defined
- ClinicalConnect HIE looks forward to working with the PCMH Learning Network & its Members, the HIO Consortium & other Stakeholders to help meet the SDOH needs of our western PA community & across the Commonwealth



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# For further information contact:

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*Thank you!*