



PA NAVIGATE
linking patients to community resources



PA Navigate Overview

Presented by:

Chris Douglas, Associate Principle, findhelp

Laura Mosesso, Compliance & Outreach Manager, ClinicalConnect HIE

Carly Pasinski, MSN, RN, Systems Analyst, ClinicalConnect HIE

October 7, 2024

Agenda

- What is PA Navigate?
- Grant Opportunity
- Benefits of PA Navigate
- PA Navigate Functionality, Data Flow & Connectivity Options
- PA Navigate Demonstration
- Next Steps
- Q/A



PA Navigate = *formerly RISE PA Initiative*

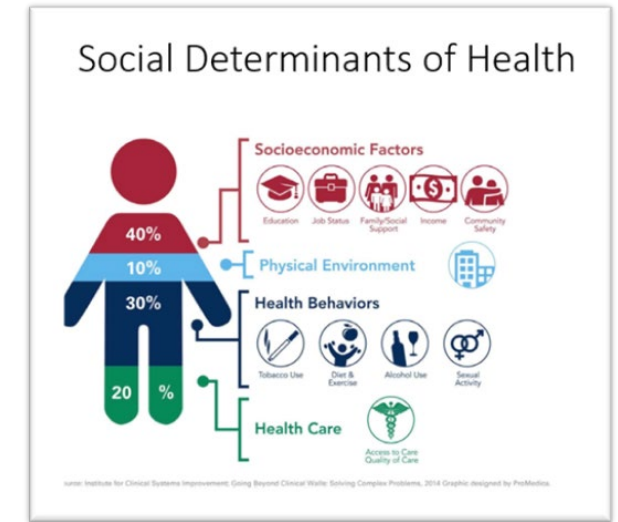


PA DHS set the foundation for the Resources Information and Services Enterprise (RISE PA) to address citizens' health-related social needs, help people achieve better long-term health outcomes and maximize the impact of healthcare dollars.



What is PA Navigate?

A statewide community information network designed to address health and social care needs for Pennsylvanians by connecting them to community services.



Project Goals:

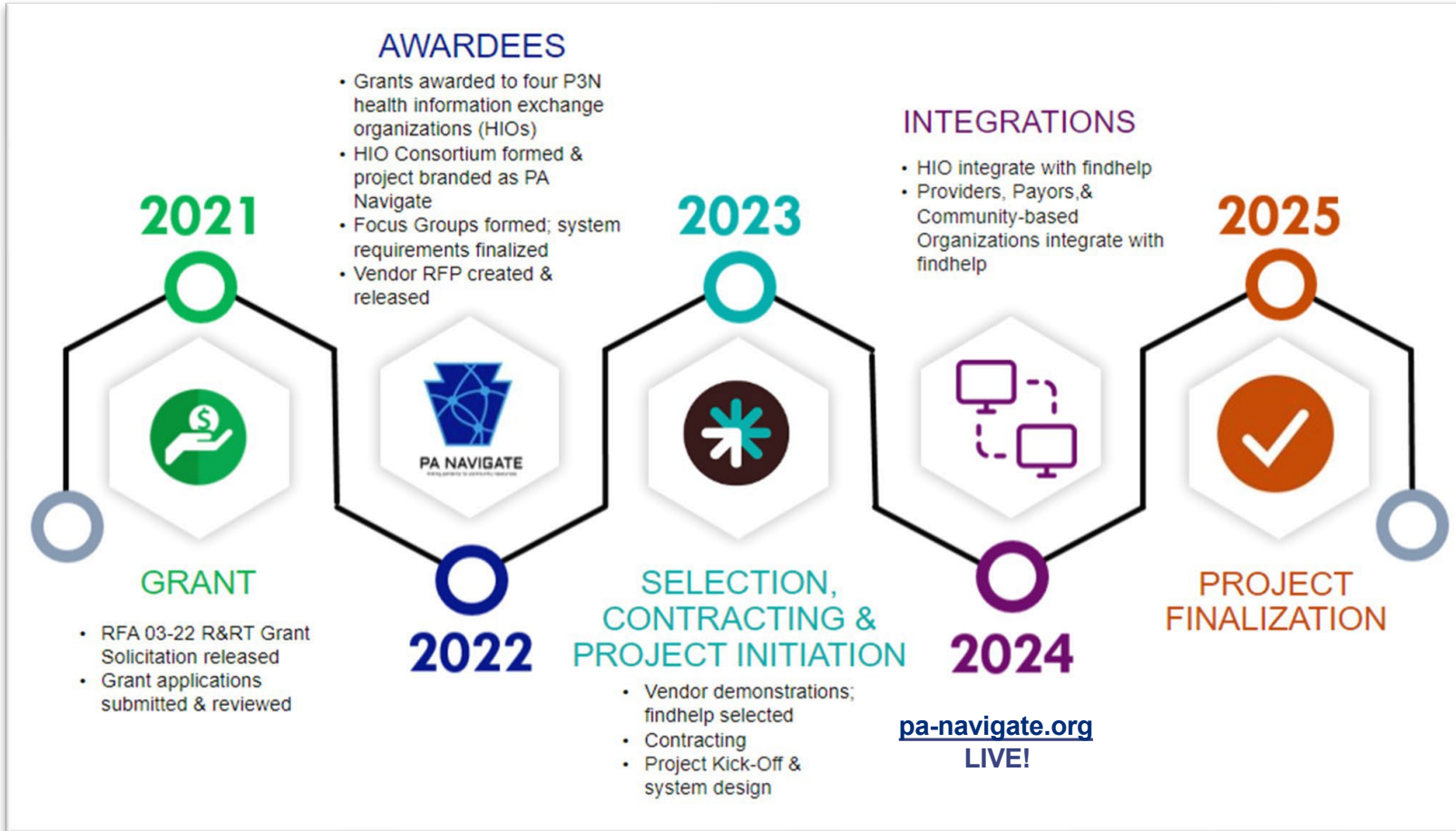
- Build a statewide platform connecting patients to social services
- Making SDOH/HRSN data as shareable as clinical data
- Understanding citizens' needs and capacity to meet them
- Help make Social Care sustainable

Why Use PA Navigate?

- Automated option to connect patients to social services
- Ability to see patients' referral history across organizations
- Complements other SDOH systems in use today
- Community engagement focus



PA Grant Project



PA DHS grant to HIEs extended through **SEPT 2025!**

- Procure new system
- Findhelp selected as state-wide vendor
- Project = **Connect** payors, providers and community-based organization's **existing internal systems** to PA Navigate
- Potential \$30,000 in grant funding available per organization if applicable
- **Connect by 9/30/2025!**

LIVE TODAY!

URL: pa-navigate.org

Questions: info@pa-navigate.org



PA Navigate Benefits

Providers, Payors & CBOs

- Affordable and no-cost options for navigators and resource partners
- Consolidate referral sources on a common platform for closed-loop communication across stakeholder groups
- Built-in SDOH assessments for standard documentation and to aid in locating resources
- Integrate with existing systems to streamline workflow
- Meet regulatory requirements to capture and report on SDOH-related activity for federal reimbursement initiatives
- Robust reporting metrics and actionable analytics

PA Residents

- No cost, public-facing option for people/seekers
- Self-serve, easy-to-use tool, based on zip code to find help/assistance
- Clear categories to find resources to access food, housing, transportation, utility assistance, medical care, job training and more.
- Population health monitoring for social needs - uncover areas of unmet needs/capacity
- Demonstrating the value of addressing social needs in terms of improved health outcomes across the Commonwealth
- Attracting more Medicaid funding to PA



PA Navigate functionality - Assessments

- ▶ In addition to sending and receiving referrals within PA Navigate, Navigators can complete the PRAPARE or HRSN assessment with Patients
- ▶ Assessment data, along with demographic data, and referral history, is stored within PA Navigate and available to any Navigator working with that Patient
- ▶ Assessment answers and referrals are mapped to applicable ICD-10 Codes with input from PA DHS and representatives from Community Based Organizations, Providers, and Payors across the Commonwealth

The screenshot displays a user interface for PA Navigate. At the top, a section titled "Coalition Referral Activity" lists three items:

- PA Navigate (QA Only) Food Pantry**
by PA Navigate QA Environment
Status: Got help
3/26/24 Referred by Heather Dender (Sadler (PA Navigate))
- Findhelp Housing**
by Findhelp Testing (QA Only)
Status: Got help
3/21/24 Referred by Heather Dender (Sadler (PA Navigate))
- PA Navigate (QA Only) Food Pantry**
by PA Navigate QA Environment

Below this list is a "Privacy" section with the following text:

Privacy

Consent confirmed
PA Navigate Coalition: Consent to Share Information

[EDIT PRIVACY PERMISSIONS](#)

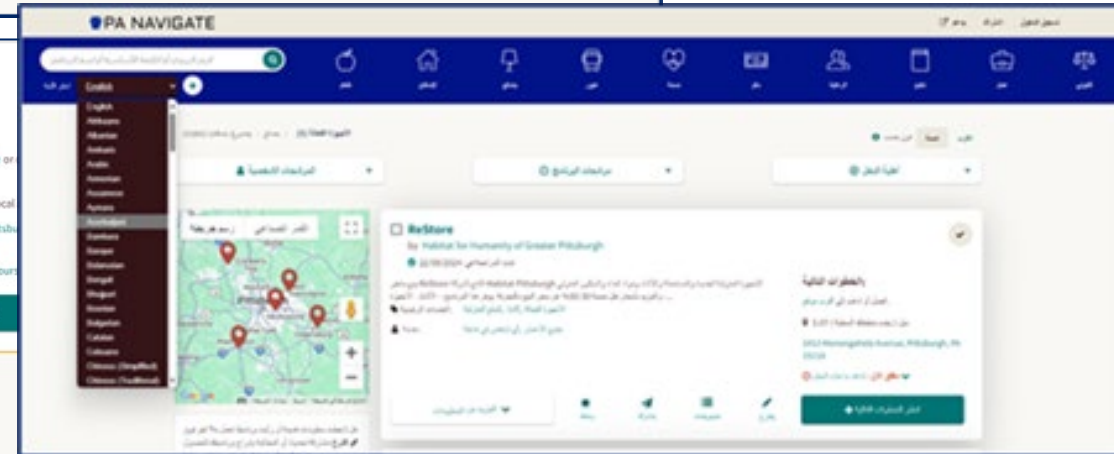
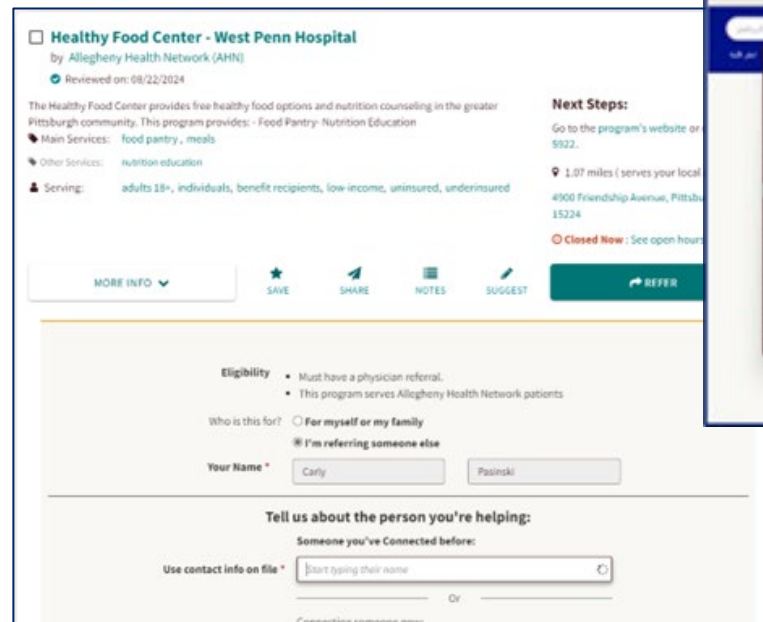
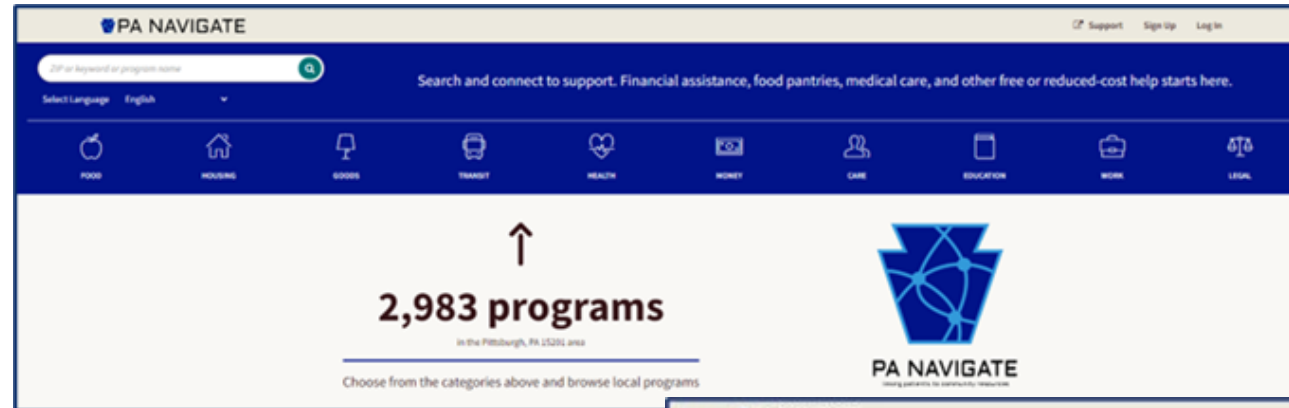
On the right side, a box titled "Sadler (PA Navigate) Assessments" contains the following information:

- PRAPARE - PA Navigate**
Mar 26, 2024
[VIEW](#)
- Scranton Primary Health Care Center Assessments**
- PA Navigate Intake Form**
Mar 12, 2024
[VIEW](#)



PA Navigate functionality – Sending Referrals

- ▶ Navigators can use PA Navigate's resource directory to locate a Community Based Organization to meet the Seeker's need based on their zip code and service domain
- ▶ Languages can be updated to meet Seeker's preference
- ▶ Navigators can send referrals to appropriate Community Based Organizations from PA Navigate



PA Navigate functionality – Receiving and Updating Referrals

- ▶ Community Based Organizations with Claimed Listings can view incoming Referrals and reach out to the Seeker in need
- ▶ Community Based Organizations can then update the Status of each Referral, thus closing the loop for the referring Navigator
- ▶ The referral status is updated within the Seeker's profile, allowing Navigators across the Commonwealth to see a holistic view of their patient's needs

The screenshot displays the PA Navigate interface. The top section shows a list of referrals with columns for date, seeker name, email, phone, status, and language. A dropdown menu is open over the 'Suzie Seeker' entry, showing status options: Not Updated, Needs Client Action, Pending, Referred Elsewhere, Got Help, Eligible, Couldn't Get Help, Couldn't Contact, Not Eligible, No Capacity, and No Longer Interested.

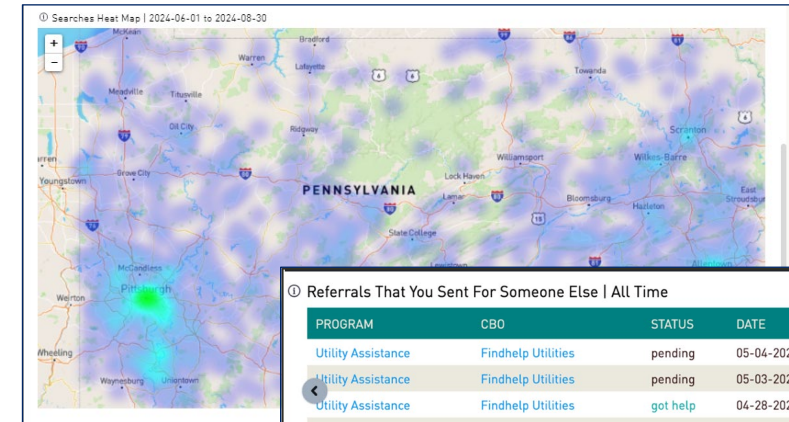
The bottom section shows the detailed profile for 'Suzie Seeker', including contact information and a section for 'Referrals and Notes'. The 'Inbound Referrals' section shows a referral from 'PA Navigate Demo Pasinski Food Pantry' with a status of 'Got help' and Z code 'Z59.41 Food insecurity'. The 'Referrals and Notes' section shows a log of status updates: 'Status set to 'got help'' on 9/17/24, 'Status set to 'not updated'' on 6/21/24, and 'Referred by Carly P (Sadler (PA Navigate))' on 6/21/24.



PA Navigate functionality – Reports & Analytics

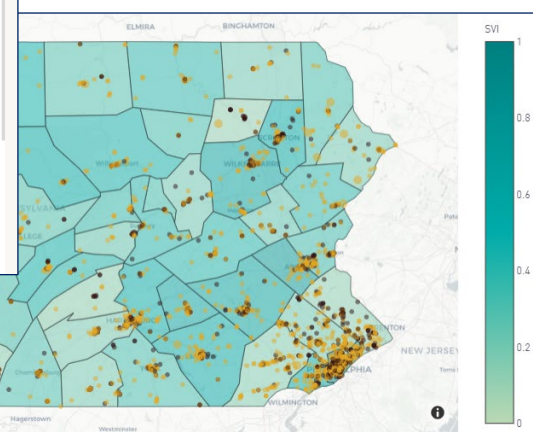
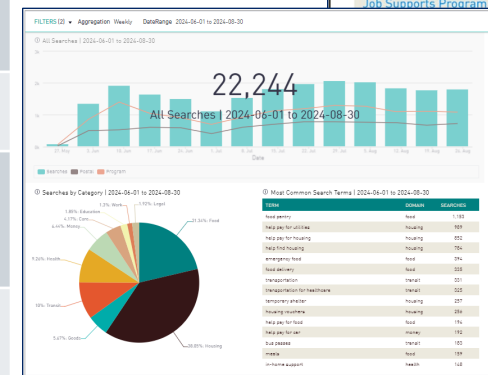
- PA Navigate Customers also have access to suites of Reporting and Analytic Dashboards

Dashboard Suite:	Offers a view of:
Personal Analytics	Individual Search and Referral metrics
Site Analytics	Search, Assessment, and Referral Activity across the Organization
	The needs being addressed by the Organization
	Staff adoption of the platform
Group-Based Analytics	The Community Based Organizations in geographic areas pertinent to the Organization
	Both high-level and detailed views of data and activity that occurs on PA Navigate, proving multiple Navigators serving the same Seeker insight into their complete PA Navigate journey

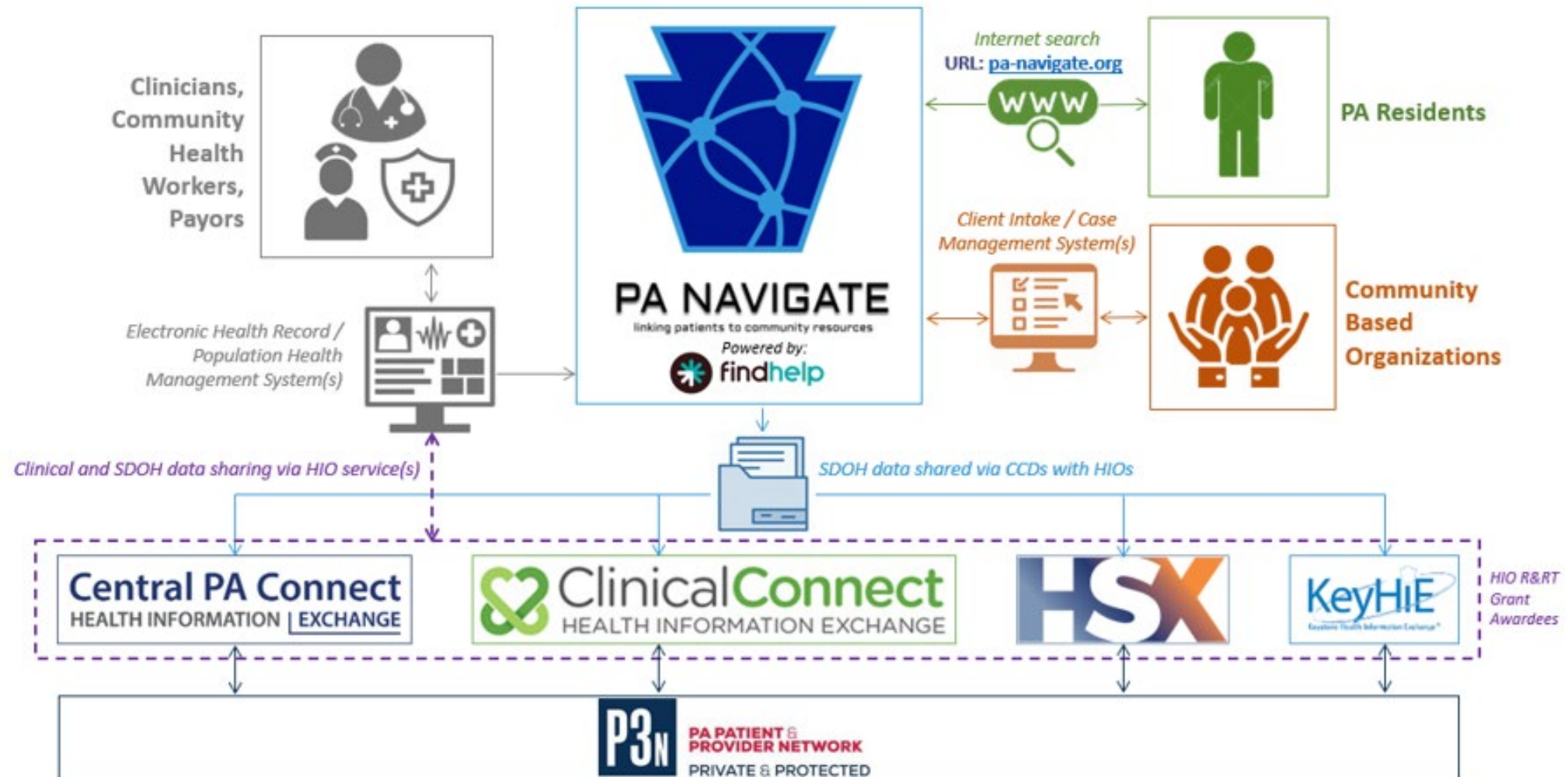


Referrals That You Sent For Someone Else | All Time

PROGRAM	CBO	STATUS	DATE	SEEKER PROFILE
Utility Assistance	Findhelp Utilities	pending	05-04-2022	10202034
Utility Assistance	Findhelp Utilities	pending	05-03-2022	10202034
Utility Assistance	Findhelp Utilities	got help	04-28-2022	10187034
Job Supports Program	Findhelp Jobs	got help	04-27-2022	10185149
UberHealth by Findhelp	got help	got help	04-27-2022	10185149
Findhelp Food	got help	got help	04-27-2022	10185078



PA Navigate Participants & Data Flow



Options for connecting to PA Navigate

PROVIDER / PAYOR

- Basic Internet connection required
- Integrate PA Navigate with your existing System of Record to access full functionality & obtain possible grant monies

- Contract w/HIO for statewide SDOH data exchange
- Consider EMR/PHM integration to PA Navigate
- Replace existing findhelp instance

- Work w/HIO, findhelp, and SDOH vendor to determine:
 - Integration capabilities with PA Navigate

No SDOH System

Current *findhelp* Customer

Use another SDOH System

CBO

- Use PA Navigate at no cost
- Claim your listing to use full functionality

- Ensure your listing is claimed
- Enable workflow/customer screener
 - Replace existing findhelp instance

- Work w/HIO, findhelp, and SDOH vendor to determine:
 - Integration capabilities with PA Navigate

PA Navigate Scenario (*Current Scope*)



- ▶ PCP determines Emily needs referred to a local food pantry for short-term food support
- ▶ PCP launches to PA Navigate from their EMR, creates her profile and enrolls her in services, and updates status in PA Navigate
- ▶ PA Navigate shares Emily's need and service status with the food pantry, as well as Emily's healthcare team (she has consented to share)
- ▶ Food pantry uses data from PA Navigate to develop sustained funding/contracts with top referring organizations



PA Navigate Scenario (*Future Scope*)

PA NAVIGATE LONG TERM VISION

Proactive identification of potentially eligible individuals & families

Automate outreach, screening, enrollment

Enable reimbursement for health-related social need services

Demonstrate impact on health outcomes

- ▶ Emily visits a local food pantry for short-term support
- ▶ Food pantry volunteer searching PA Navigate learns Emily is eligible for paid food support through her PCP
- ▶ Emily is enrolled in services, status updated in PA Navigate
- ▶ PA Navigate formats electronic claim and facilitates payment to food pantry
- ▶ Food pantry refers Emily to local community action agency for more screenings
- ▶ PCP can see Emily's activity



ZIP or keyword or program name

Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost help starts here.

Select Language English

- FOOD
- HOUSING
- GOODS
- TRANSIT
- HEALTH
- MONEY
- CARE
- EDUCATION
- WORK
- LEGAL



2,523 programs

in the west chester, pa 19380 area

Choose from the categories above and browse local programs



PA NAVIGATE
linking patients to community resources

PA Navigate Demonstration



Next Steps with PA Navigate

- **Determine your organization's interest in pursuing use of & connection to PA Navigate**
- **Contact your regional HIO for connectivity options**

Meetings will be conducted to:

- Determine eligibility for grant program participation
- Engage EHR / SDOH / case management / population health vendor(s) to discuss system of records' (SoR) connectivity & integration capabilities with PA Navigate
- Determine integration approach / level of integration with PA Navigate
- Work with your regional HIO and findhelp to integrate your SoR with PA Navigate by 9/30/2025 for grant reimbursement
- Engage your current stakeholders and CBOs to also use PA Navigate for increased closed loop referral documentation

*Why PA
Navigate
Now?*

*Complement
what solution
you have
already
implemented*

*Replace
manual
referral
processes in
place today*



Contact your regional HIO for more information!

Central Pennsylvania:

Central PA Connect HEALTH INFORMATION | EXCHANGE

Keith Cromwell, Program Director
keith@centralpaconnect.org
717-544-5269



Mary Honicker, IT Program Director
mhonicker@geisinger.edu
570-214-9438

Eastern Pennsylvania:



Jennifer Natale, Advisor, Special Projects
jennifer.natale@healthshareexchange.org
570-441-4241

Bill Marella, VP Value Based Care & Analytics
Bill.marella@healthshareexchange.org
610-745-7605

Western Pennsylvania:

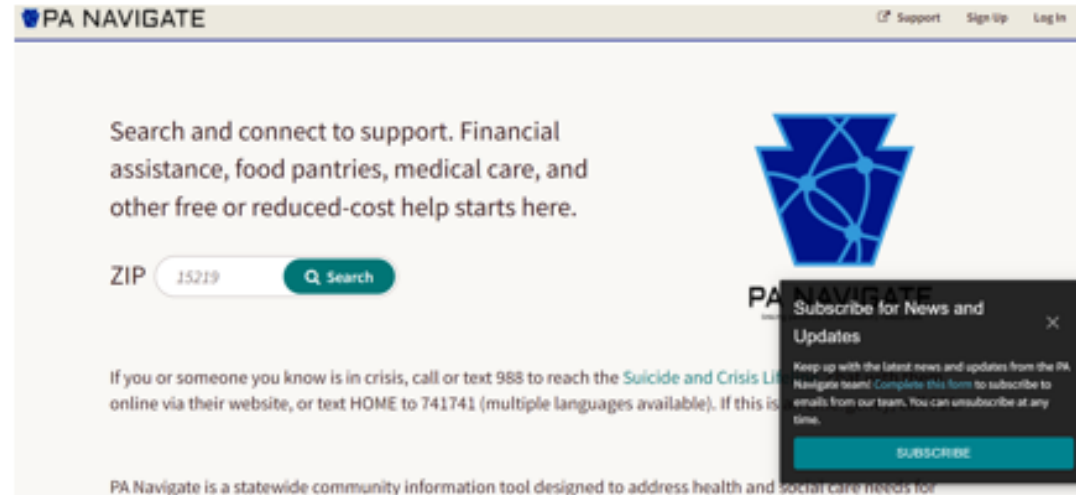


Laura Mosesso, Client Service Manager
Mosessol@clinicalconnecthie.com
412-855-0404

Carly Pasinski, MSN, RN, Systems Analyst
carly.kammenzind@clinicalconnecthie.com
412.327.8488



Stay Informed - PA Navigate!



Website

<https://pa-navigate.org>

Contact Info

Info@PA-Navigate.org

Go to pa-navigate.org & click
Subscribe to stay informed!





Discussion/Questions?



*Thank
you!*



PA NAVIGATE

linking patients to community resources

