PA Navigate: Connecting Pennsylvanians to Needed Social Services

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Agenda

- Introduction to ClinicalConnect Health Information Exchange and CAAP
- PA Navigate Overview and Benefits
- PA Navigate Connection Options
- PA Navigate Trusted Network
- PA Navigate Functionality
- Next Steps
- Questions/Discussion

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*

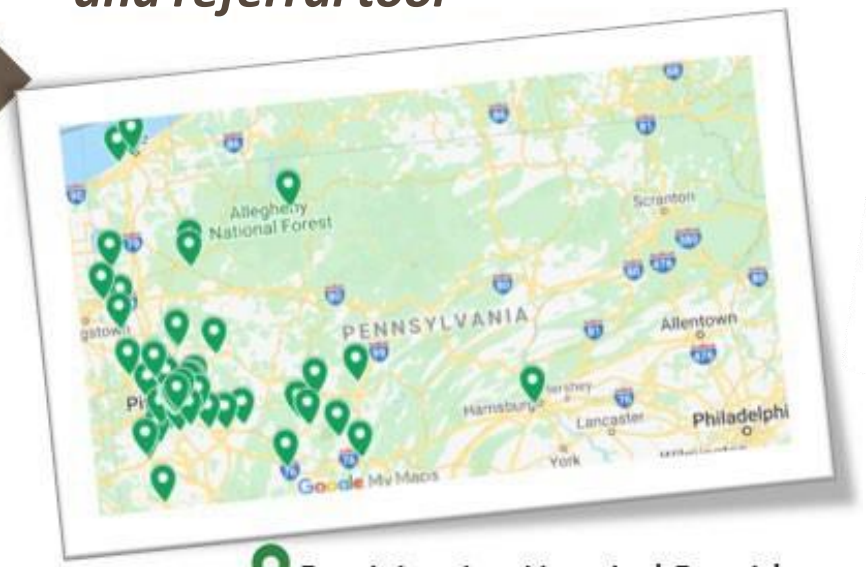
Comprised of >40 hospitals, plus physician practices, FQHCs, Health Plans, MCOs, ACOs, rehabilitation and post-acute care facilities

Connected regionally, state-wide, and nationally

Proud members of the P3N & eHealth Exchange

>6 M patients are participating in our Exchange from across all 50 states!

- ***Located in western PA***
- ***Offers vendor-neutral interoperability services to securely exchange clinical data***
- ***Exchanges data only with patient consent***
- ***One of the four health information exchanges picked by PA DHS to implement the new state-wide resource and referral tool***



Participating Hospital Providers

The term "health information exchange" encompasses two related concepts:

Verb: The electronic sharing of health-related data among organizations.

Noun: **A health information exchange provides services that enable the electronic sharing of health-related data, across different healthcare facilities with separate electronic health record systems.**

www.clinicalconnecthie.com

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Who is CAAP?

Community Action Association of PA

Mission

- To strengthen, advocate for, and empower the state network of Community Action Agencies (CAA) to effectively address issues of poverty.

Purpose

- A statewide membership organization representing 42 Community Action Agencies serving all 67 counties in the Commonwealth and the primary source of advocacy, technical assistance, collaboration, and networking for Community Action in Pennsylvania.
- CAAs uniquely address the Social Determinants of Health through various programming, informed by regular Community Needs Assessments, to understand the needs of those most vulnerable in every community.

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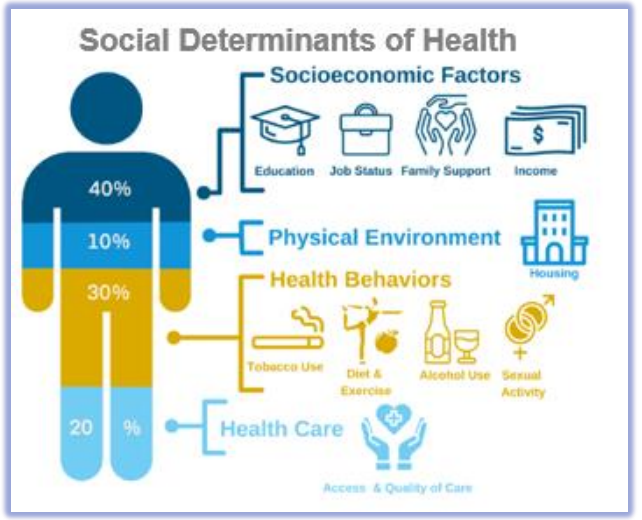
What is PA Navigate?

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 Pennsylvanians to social services
- Enable a population-level view of citizens' needs and the current capacity to meet them
- Make Social Care sustainable
- Build a platform that is usable across a person's lifecycle and allows social data to be as shareable across providers as clinical data is

Why Use PA Navigate?

- Ability to see patients' social services referral history across organizations
- Ability to integrate into existing workflows and systems of record
- Offers a resource directory of Trusted Partners, curated by findhelp and trained by the Community Action Agency of Pennsylvania
- No requirement to share patient data on platform
- Translatable into over 100 different languages

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PA Navigate Benefits

Providers, Payors & CBOs

- Affordable and no-cost options for navigators and resource partners
- Integrate with existing systems to streamline workflows
- 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
- Robust resource directory
- Meet regulatory requirements to capture and report on SDOH-related activity for federal reimbursement initiatives
- Robust reporting metrics and actionable analytics that allow organizations to demonstrate impact to partners and current/potential funders
- Connection to Pennsylvania's 1115 Waiver process

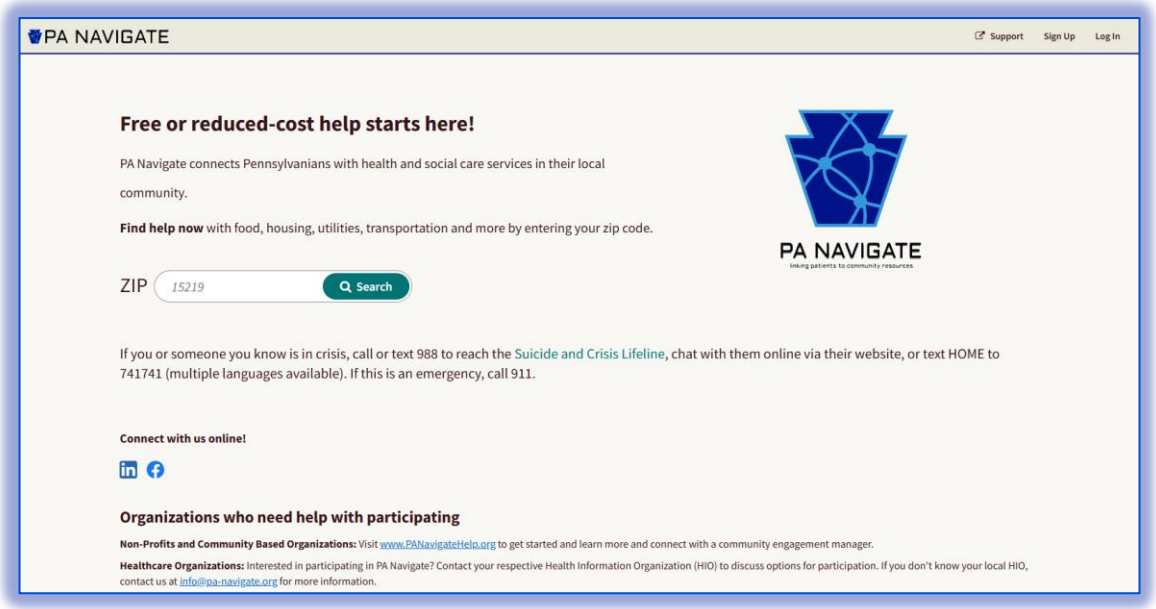
PA Residents

- No cost, public-facing option for people
- Self-serve, easy-to-use tool, based on zip code searches to find social services agencies to meet a need
- Clear domain categories to find resources to access food, housing, transportation, utility assistance, medical care, job training and more
- Allows PA DHS to monitor for areas with unmet needs
- Helps to demonstrate the value of addressing social needs in terms of improved health outcomes across the Commonwealth
- Will attract more Medicaid funding to PA

Connection Options

Standalone Site

- PA Navigate is FREE to use and is LIVE today
- Visit PA-Navigate.org to start a search or create a FREE account



Integration with EHR

- PA Navigate can be integrated into an Electronic Health Record
- This can streamline workflows and ensure that documentation is in one location
- Grant funding is available to support these technical integrations
  - $30K grant from PA DHS
  - Grant deadline is September 30, 2025
  - Talk to your HIO to determine if you can meet this deadline

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PA Navigate Trusted Network: CAAP

- CAAP: the Community Association of Pennsylvania
  - The Community Action network is comprised of public and non-profit community-based organizations (CBOs) of Community Action Agencies.
  - Community Action Agencies serve 67 counties in Pennsylvania and all of the United States with over 1,000 organizations.
  - Building the PA Navigate Trusted Network of CBOs
    - 871 trusted organizations as of December 2024
- CBO support
  - Onboarding
  - Ongoing training
  - Resources
  - Assistance with claiming program listings
- PA Navigate Community Hub: https://www.panavigatehelp.org
  - Scheduled Event Calendar
  - Connect with a Community Engagement Manager
  - Online Resources

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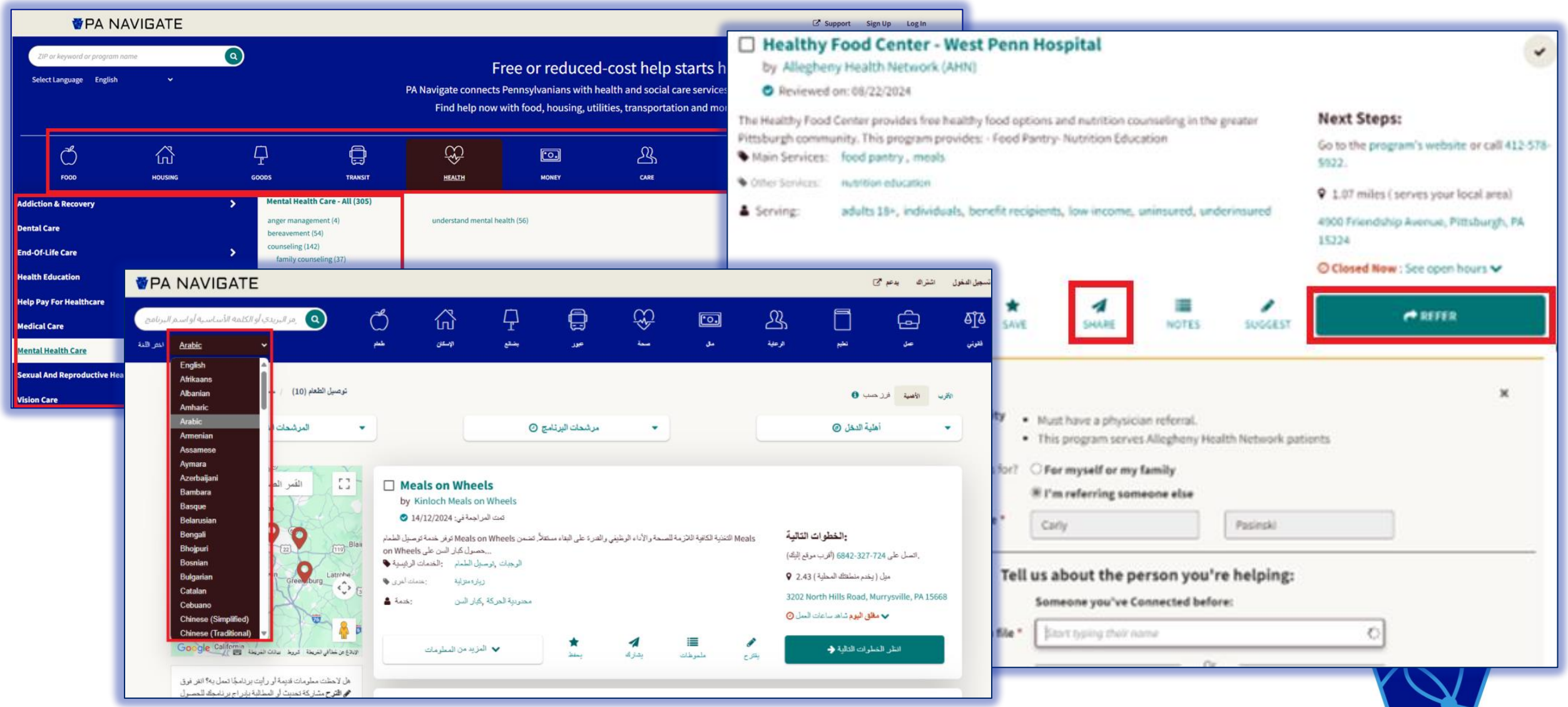
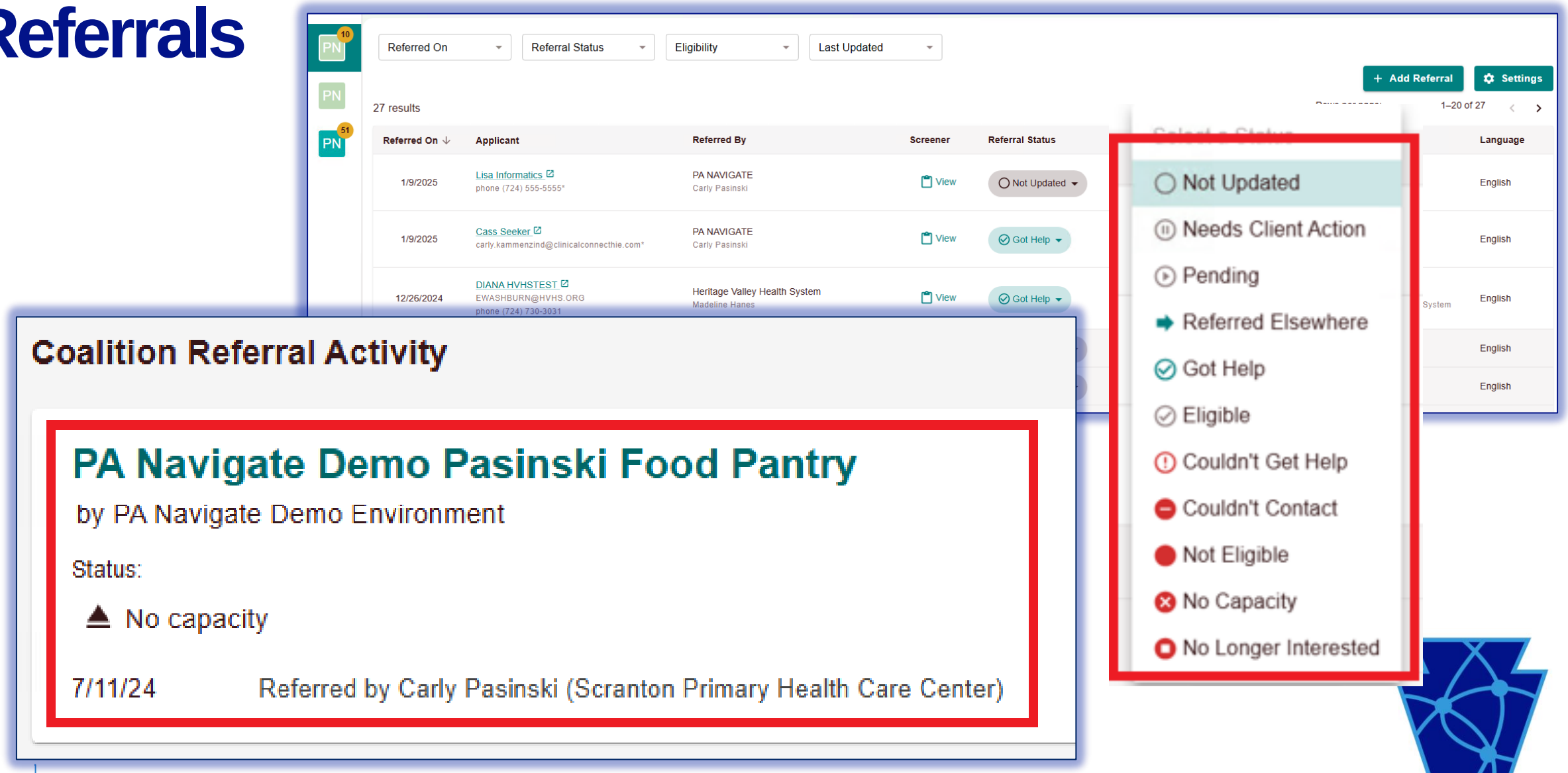
PA Navigate functionality – **Sending Referrals**



PA Navigate functionality – **Receiving and Updating Referrals**



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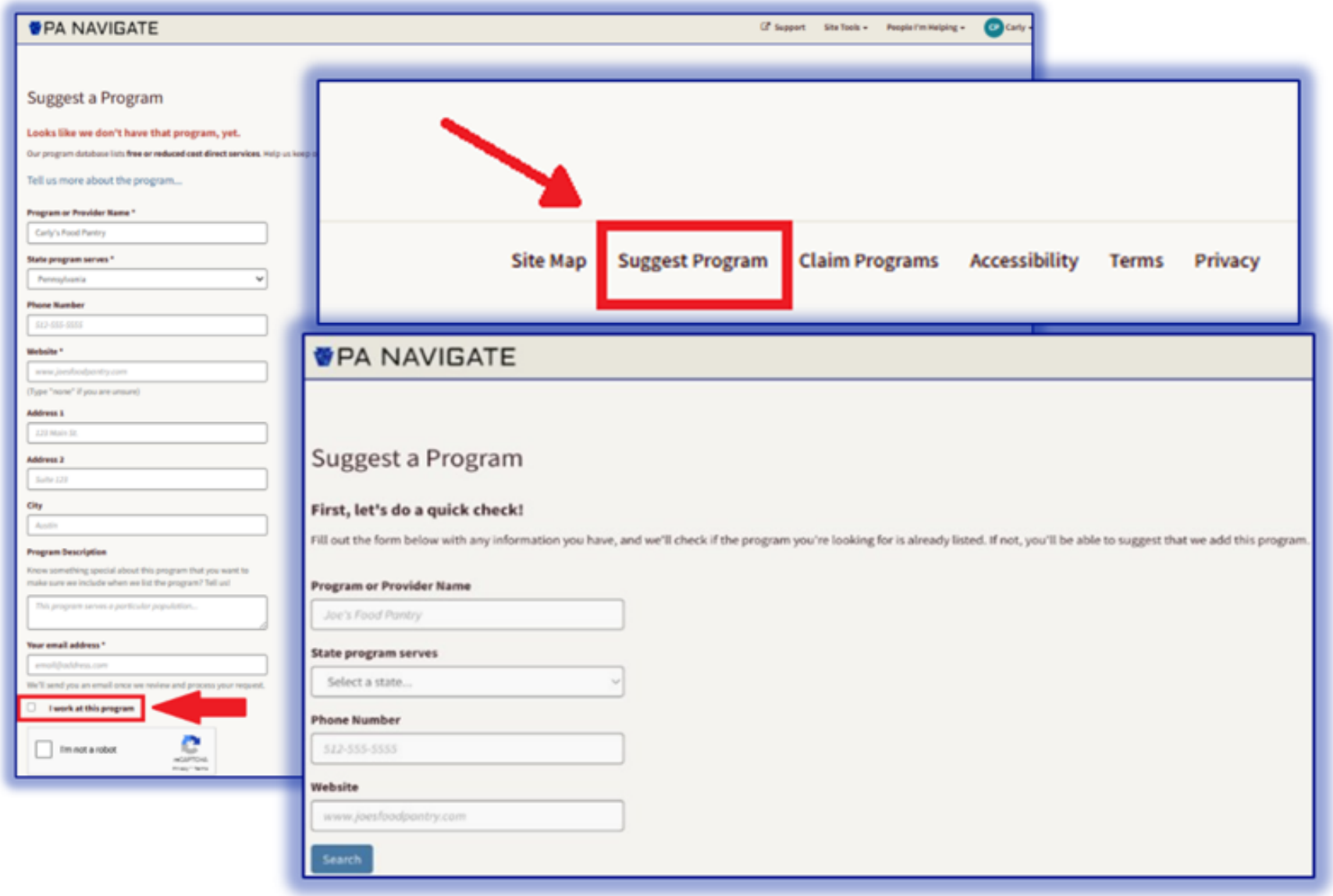
PA Navigate Functionality – **Suggesting Programs**



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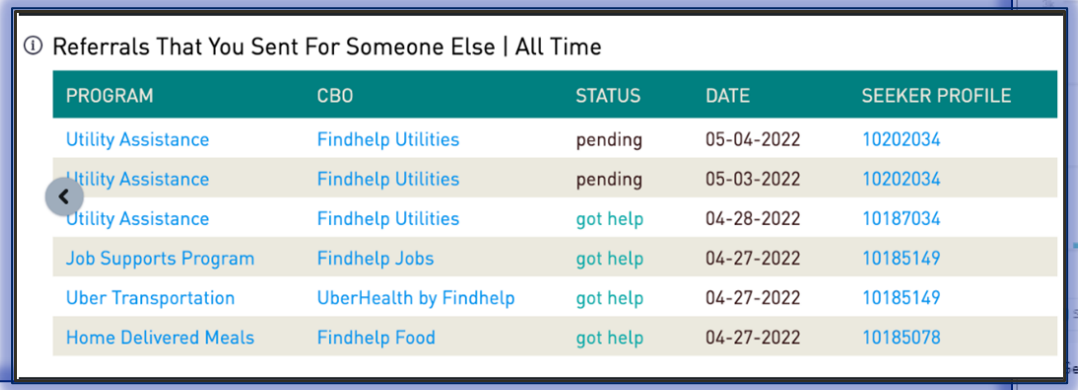
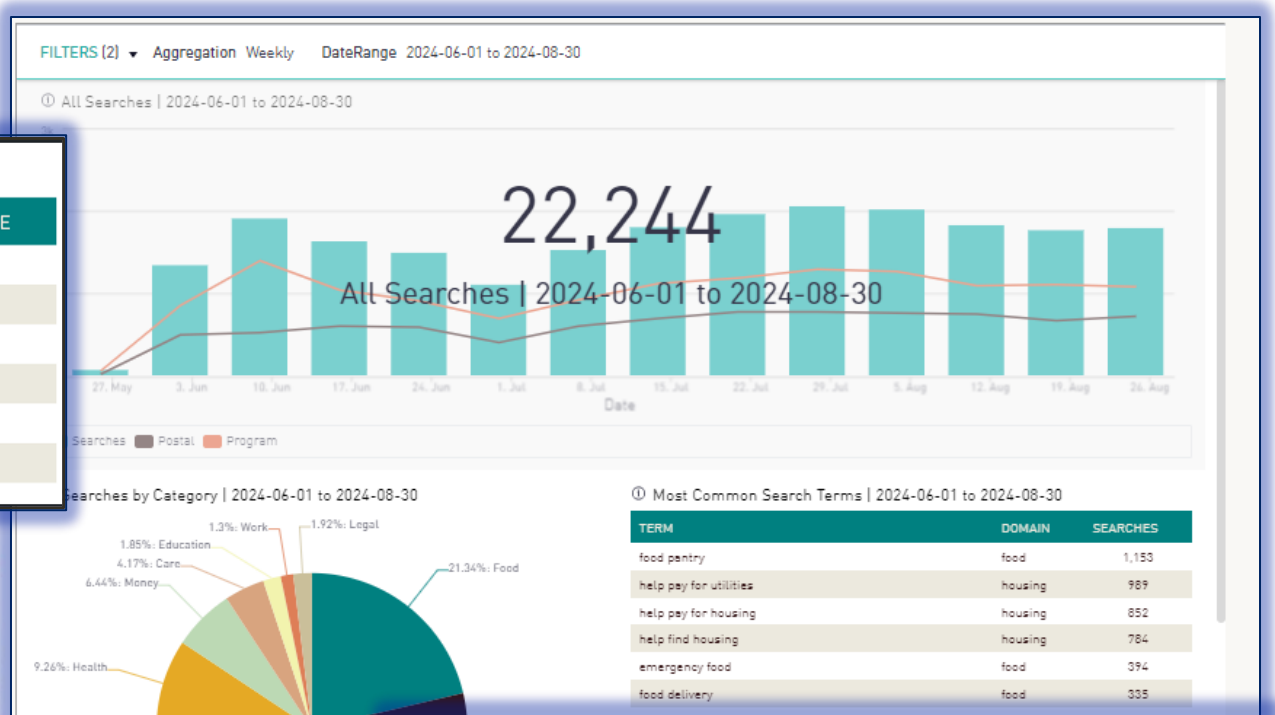
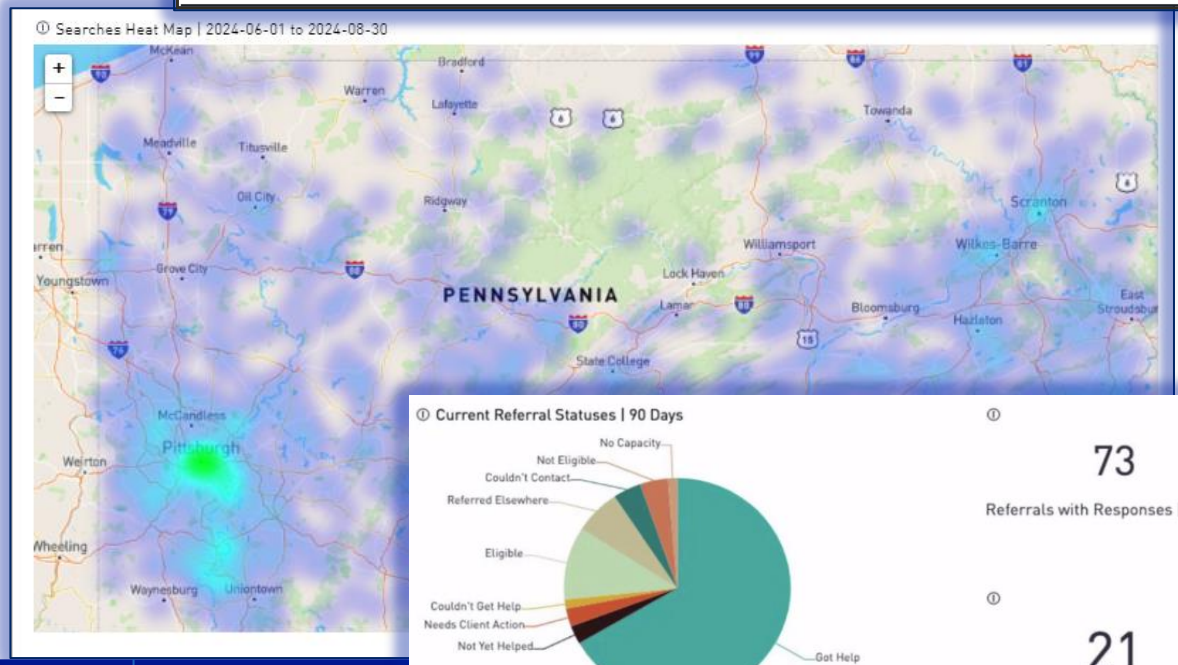
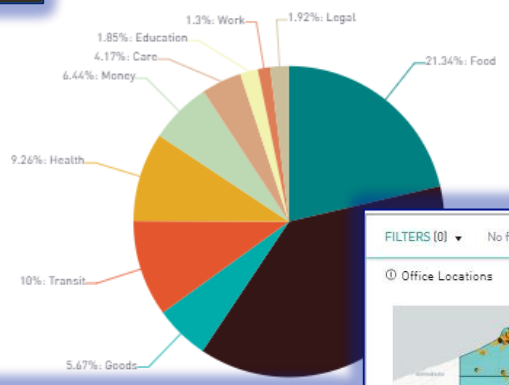
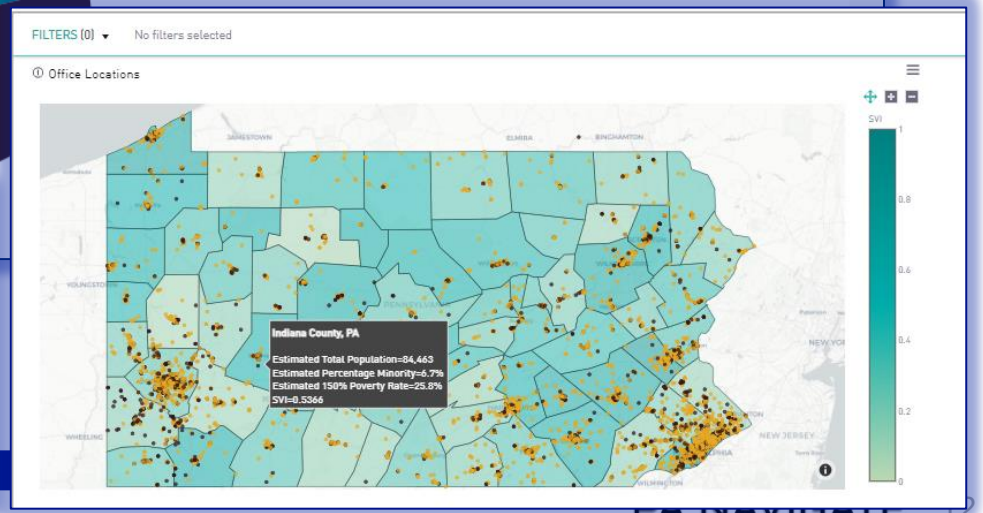
PA Navigate Functionality – **Reports and Analytics**











Next Steps

- ***Hurry!*** Reach out to your Health Information Exchange to determine if there is still time to connect your organization's Electronic Health Record to PA Navigate and take advantage of grant funding
- **Contact** your regional Health Information Exchange to learn more about PA Navigate, discuss further demonstrations or trainings, or to discuss the grant program
- **Claim** your listings and set up trainings with CAAP to learn more about receiving referrals on PA Navigate
- **Subscribe** to our quarterly newsletter, *The Navigator*, to stay connected and learn about new features

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Discussion/Questions?

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CONTACT US!

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Interested in Learning More About the PA Navigate Grant or to Scheduling a Training?

Contact your regional PA Health Information Exchange or CAAP!

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