Connecting Care

Santa Fe County Connect

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Santa Fe County Connect Project Manager

PRESENTATION GOALS:

1. To explain how an Accountable Health Community in Santa Fe County, New Mexico is connecting people with unmet social determinant of health needs to care in their community.

2. To provide examples that illustrate what connecting care looks like in Santa Fe County Connect.

3. To explain how the use of technology helps connect care in both urban and rural/frontier settings.

Photo credit Sayra

Santa Fe County Connect

Who we are and what we do

Sayra’s Story

Social determinants of health influence our health and well-being.

ACCOUNTABLE HEALTH COMMUNITY MODEL

Do Santa Fe County residents have reliable access to:

- Transportation
- Housing
- Nutritious Food
- Utilities
- Interpersonal Safety

VISION:

By 2020, all County residents regardless of income have access to high-quality health care and are linked to the resources they need for health and well-being.

Santa Fe County Connect is a network of 90 navigators at 37 county and city funded programs, organizations and clinics that screen for and address unmet social determinants of health by linking people to resources and services in our community.

ACCOUNTABLE HEALTH COMMUNITY

a New Mexican Model

Relationship Based

Resource Smart

Connected

Ground Up

Accountable Health Community Model

SANTA FE COUNTY CONNECT

ANY DOOR SCREENING

REFERRALS

SERVICES

RESOURCES

90 Navigators in 37 programs

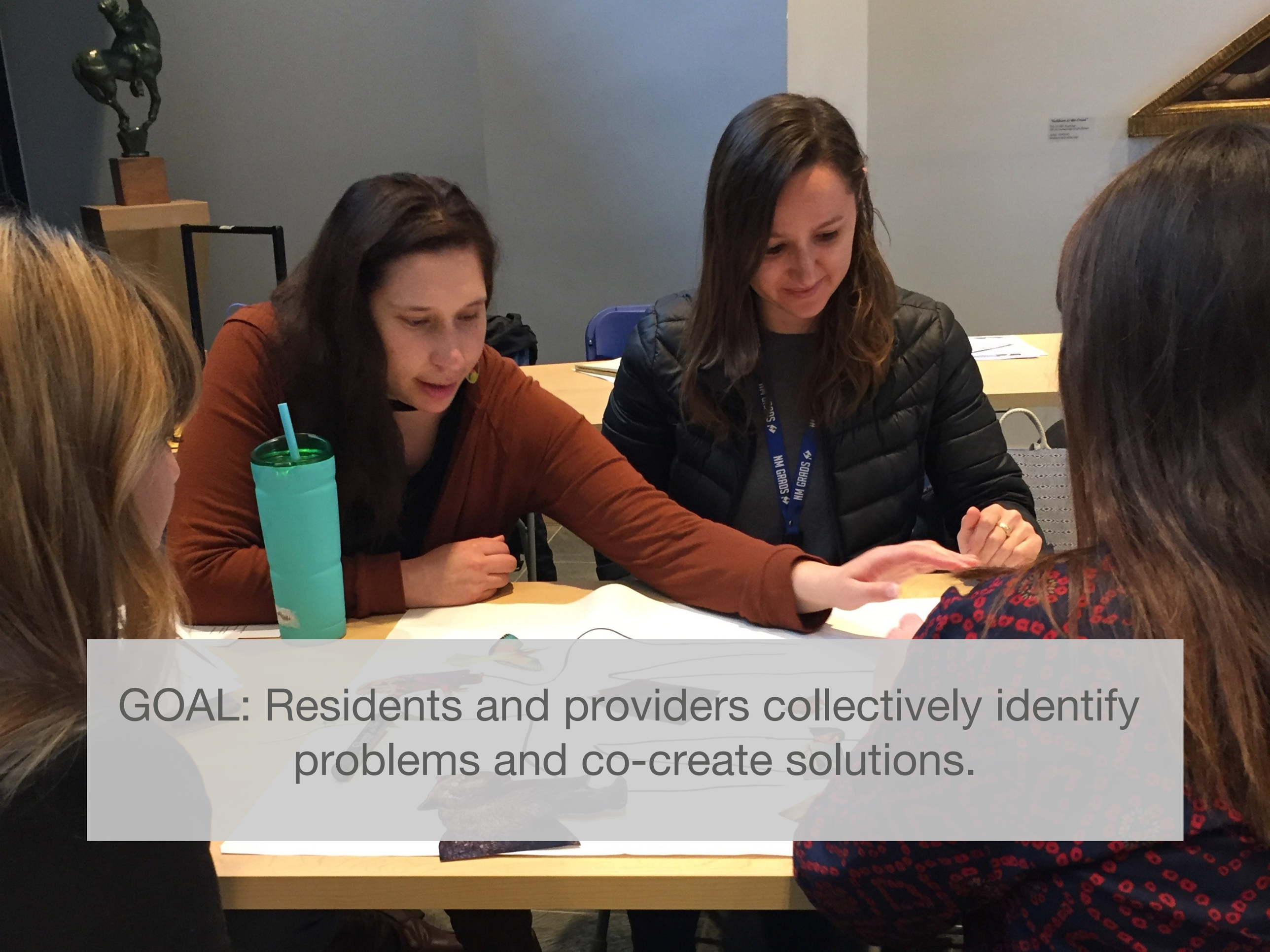
SANTA FE COUNTY CONNECT GOALS:

- Residents and providers **collectively identify problems** and **co-create solutions**.

- **Navigators link** residents to resources within a cohesive provider network.

- Social, economic and physical environmental **resources are available to all residents**.

- **Information systems are coordinated**. Data are collected, monitored and evaluated to improve services and population health while reducing health care costs.



GOAL: Residents and providers collectively identify problems and co-create solutions.

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- **Navigation Meetings:** monthly networking, educational and professional development meetings

- **Planning Committee:** quarterly leadership meetings for information sharing and stakeholder feedback

- **Advisory Committee:** quarterly meetings of people enrolled in Santa Fe County Connect for quality improvement and public policy change

GOAL: Navigators link residents to resources within a cohesive provider network.

Tony’s Story

Navigators link residents to resources within a cohesive provider network.

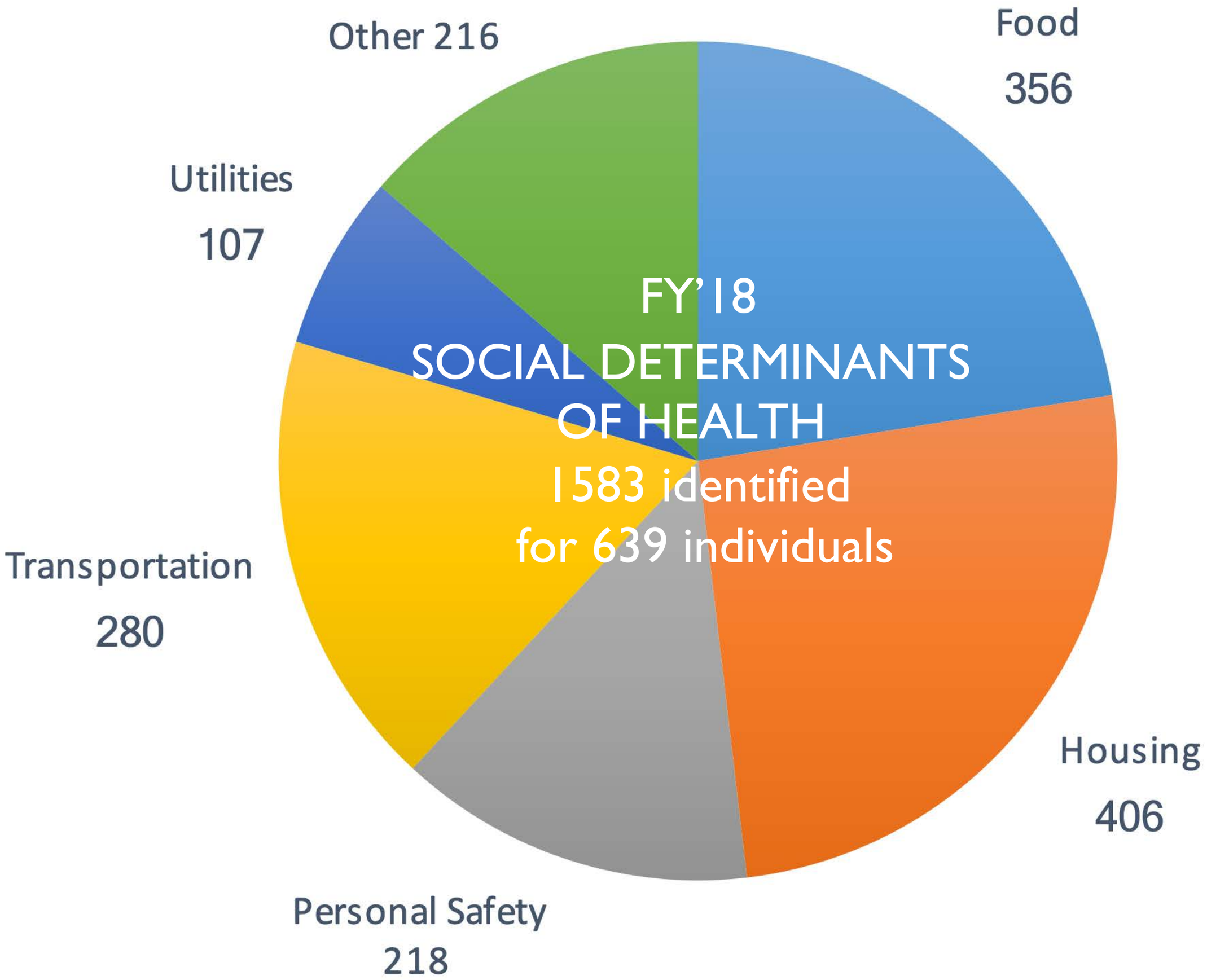
- **90 navigators in 37 programs** funded by County and City contracts link residents to goods and services using the Unite Us on-line, referral platform

- **639 individuals** received navigation in 4 quarters of FY 18

- **966 individuals** received navigation in 3 quarters of FY 19

- **Clinical Guidance**: creating a standard of care

- **Protocols and Network Standards**


Other 216
Food
356
Utilities
107
FY'18
SOCIAL DETERMINANTS
OF HEALTH
1583 identified
for 639 individuals
Transportation
280
Housing
406
Personal Safety
218

GOAL: Social, economic, and physical environmental resources are available to all residents.

Social, economic, and physical environmental resources are available to all residents.

- **County and City funding** create a larger network
- **Share New Mexico** provides updated resource information for Unite Us and the Resource Directory
- 2019 **Resource Directory** published
- **Emergency Flexible Funding:** crisis one-time funding

Fiscal Year 2018
TOTAL:$21,811

Transportation $1,547

bus pass,
Uber gift card,
tires, car repair

Utilities $4,734

cell phone,
bill payment,
wood

Personal Safety $140

emergency housing

Housing $6,227

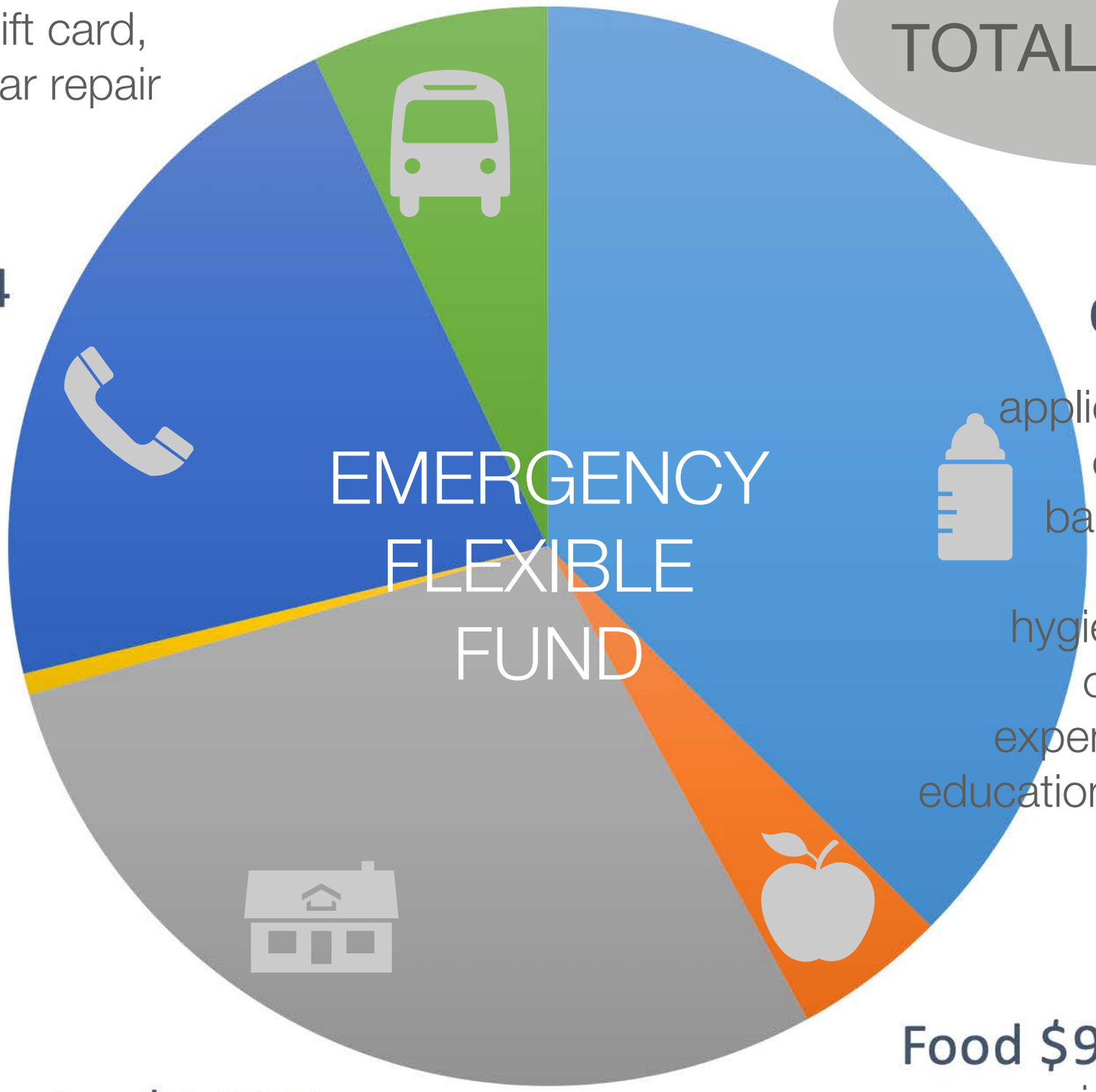
security deposit,
first/last month rent

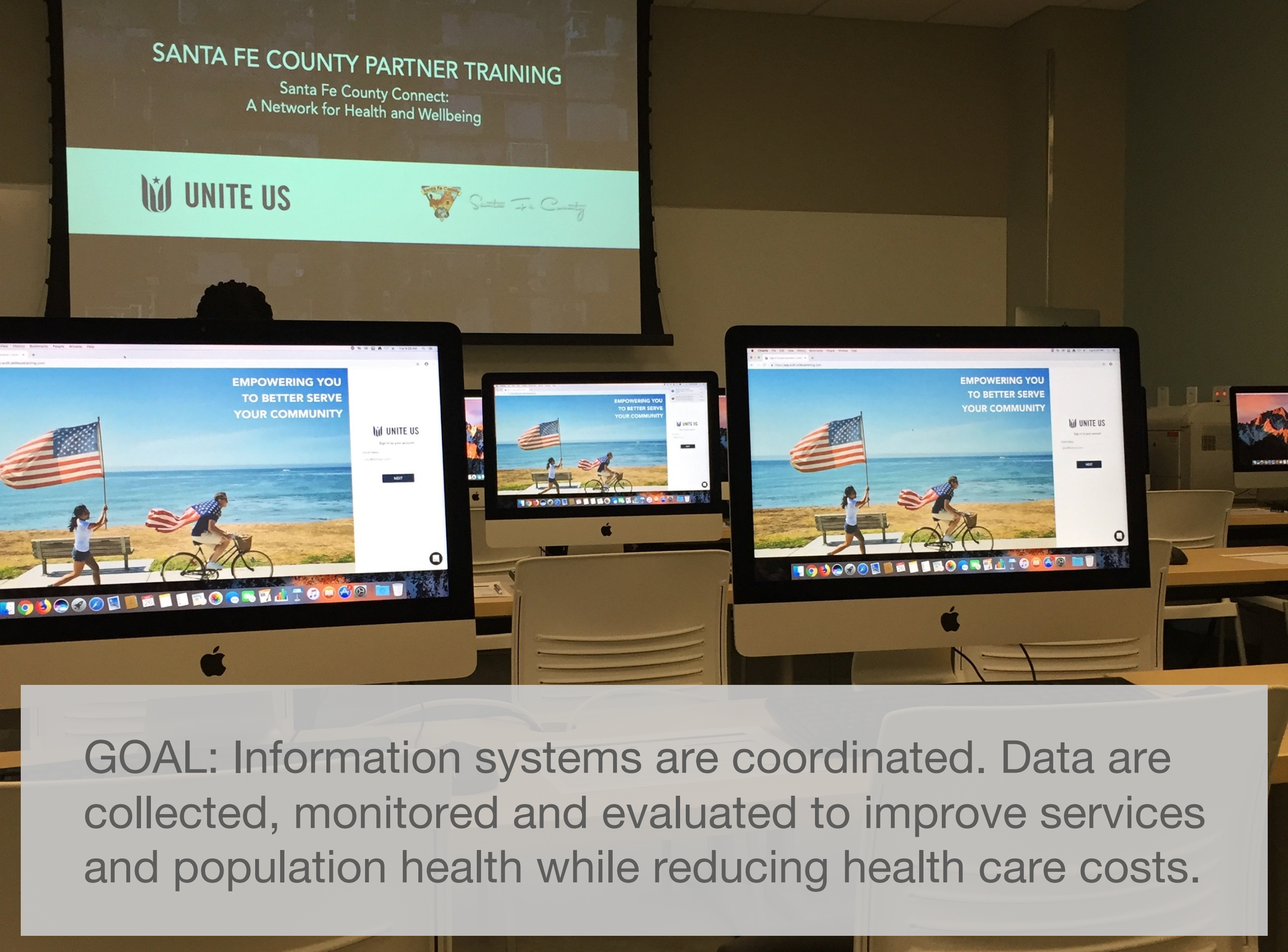
Food $998

groceries,
hot meals

Other $8,164

application/ID fees,
childcare,
baby supplies,
clothing,
hygiene products,
court fees,
expenses related to
education and employment

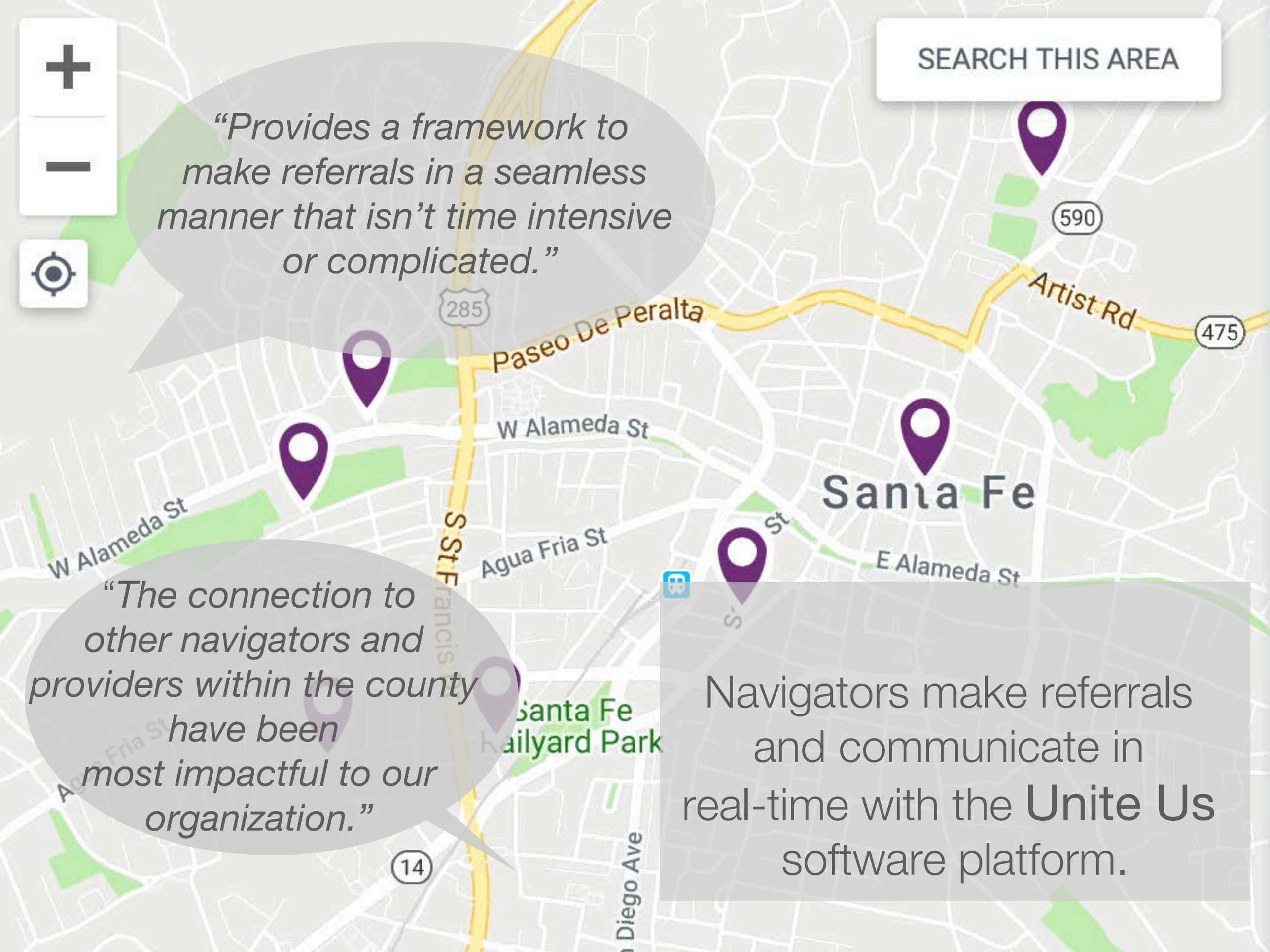




GOAL: Information systems are coordinated. Data are collected, monitored and evaluated to improve services and population health while reducing health care costs.

Information systems are coordinated. Data are collected, monitored and evaluated to improve services and population health while reducing health care costs.

- Unite Us software **platform links navigators** in network
    - referrals,
    - real-time communication,
    - data collection,
    - reports



"Provides a framework to make referrals in a seamless manner that isn't time intensive or complicated."

"The connection to other navigators and providers within the county have been most impactful to our organization."

Navigators make referrals and communicate in real-time with the **Unite Us** software platform.

UNITE US: demographics and reports

UNITE US | Dashboard | Clients | Reports | My Network | Elizabeth Peterson

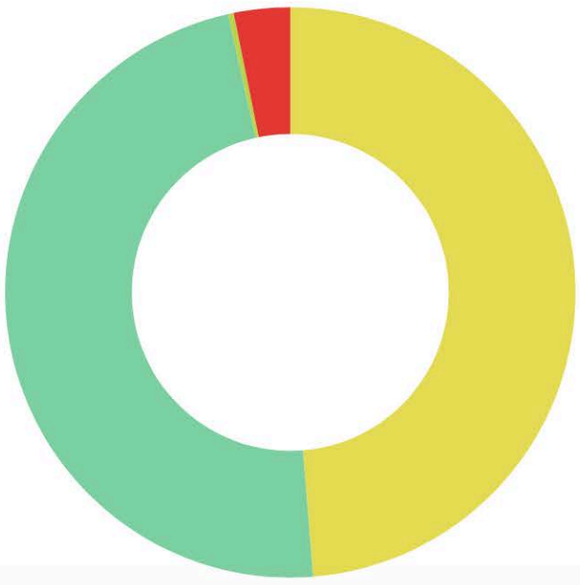
Santa Fe County Connect

Population | Services | Network Performance

All Time

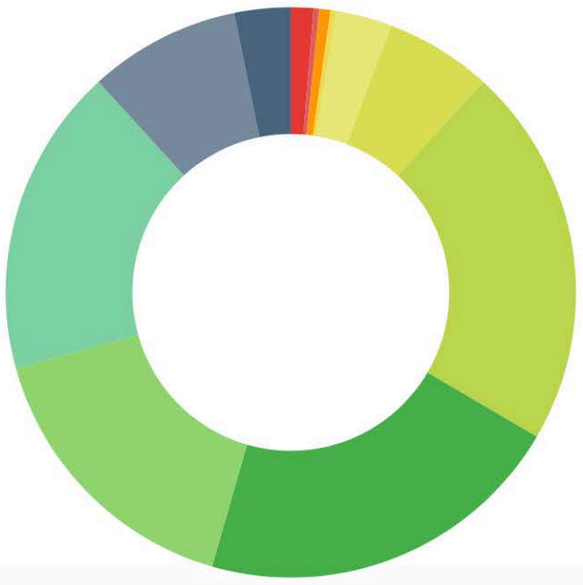
314 Unique Clients

Gender



Gender		
Female	153	(49%)
Male	150	(48%)
Non-Binary	0	(0%)
Other	1	(0%)
Undisclosed	10	(3%)
Total	314	

Age



Age		
0-5 Years	4	(1%)
6-10 Years	1	(0%)
11-15 Years	2	(1%)
16-17 Years	1	(0%)
18-20 Years	10	(3%)
21-25 Years	19	(6%)
26-34 Years	68	(22%)
35-44 Years	66	(21%)
45-54 Years	51	(16%)
55-64 Years	55	(18%)
65-74 Years	27	(9%)
75+ Years	10	(3%)
Total	314	

Moving Forward:

Moving Forward:

- **Evaluation:** How are we doing?
- **Sustainability:** Continued funding and support to grow the network
- **Wellness Fund:** Expand Emergency Flexible Fund
- **Project Identity:** Communicating who we are
- Unite Us platform to be available for **self-referrals for anyone** with access to a computer

Debora’s Story

What have we learned?

- Stakeholder feedback improves alignment
- Opportunities for learning together helps build relationships
- Technology coupled with human connection improve communication and outcomes
- Social Determinants of Health affect health and well-being

Thank you! Questions?

Photo credit Sayra