Jefferson County Health Alliance
Technology Action Team

April 5, 2021 11:00-12:30pm
Microsoft Teams

Agenda

Meeting Objectives:

- Explore Boulder Connects and determine what, if any, opportunity you'd like to explore related to this application that would address outcomes of interest.
- Determine one action item related to community engagement

Action Team Overview:

We will connect systems by sharing data to create greater efficiencies and improved client outcomes.

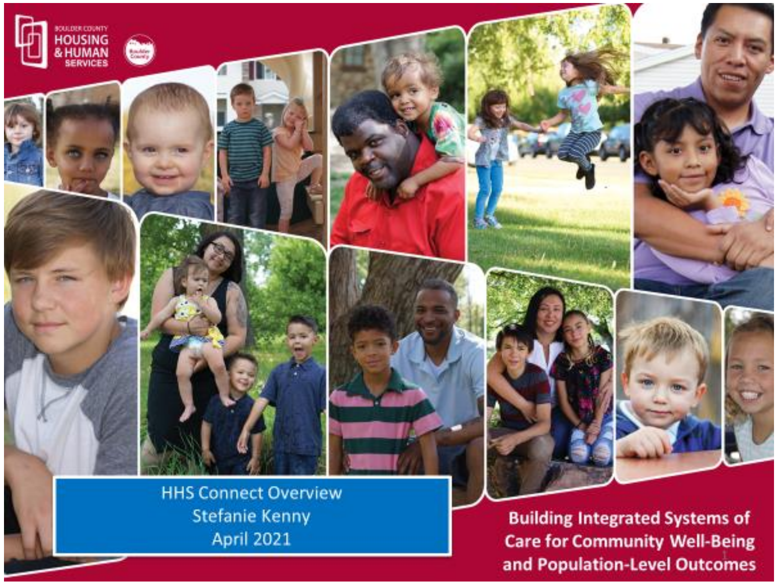
These systems include community organizations, home visitation programs, therapies and services for people with special needs, health care organizations, protective services and benefit services. The data we will share include demographics, benefit status, support and safety planning, referral and follow-up, health care utilization, health outcomes and screening/assessment results.

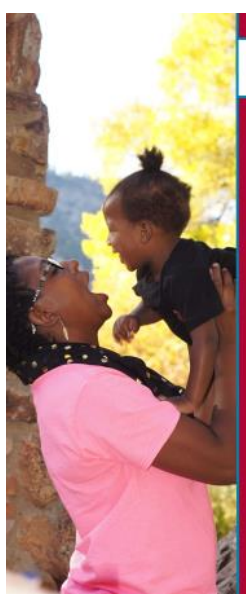
To get us toward this objective we will:

1. Improve access to benefit information
2. Assure efficient and effective methods to refer a customer somewhere else and know what happens with that referral (closed loop referral process).
3. Share data (including 3rd party data) to improve efficiencies and health outcomes
4. Streamline processes and requirements across systems

Participants:

Time	**Activity**	**Lead**
75	Presentation and discussion about Boulder Connects, including Jeffco Human Services use of the system. o See slides below.	Stephanie Kinney Mary Rueda
15	Next meeting – May 5, 2021 at 11:00 – topics: - Current use of Boulder Connects (GenApp) in Jefferson County – Porchlight and Jeffco Human Services - State and regional efforts, including resource and referral networks - Community Engagement (30) o Progress o Challenges	





Topics

- HHS Interoperability Vision
- Connect Platform Overview and Timeline
- Connect Use Cases and Lessons Learned

The Goal: A Healthy, Connected Community

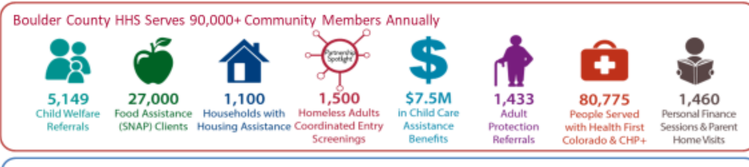
Social Determinants of Health:
Our health and well-being are determined by social factors more than medical factors

Prevention Imperative:
Estimated cost per-victim of nonfatal child maltreatment is $830K as compared to $160K for stroke and $253K for Type 2 diabetes →
$27.2 billion for the investigated cases last year in Denver metro area counties

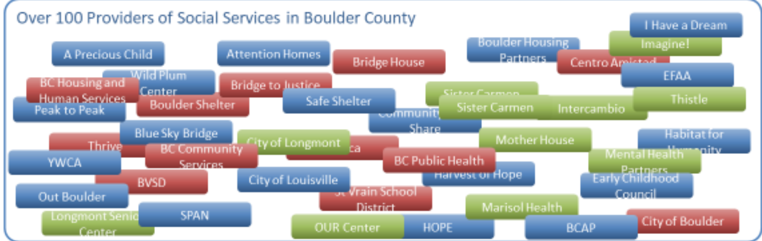
Achieving the Goal:
Strengthen multiple generations through prevention-based integrated services across all social determinants

The Challenge as We See It

Boulder County HHS Serves 90,000+ Community Members Annually

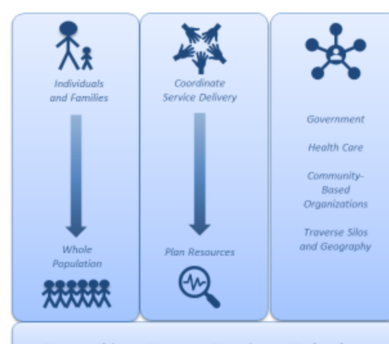


Over 100 Providers of Social Services in Boulder County



You can work really hard, and serve a lot of people, but if you are not focusing on deep connections and root cause then you ultimately won't have an impact.

Ideal System = Interoperability



Partnerships + Common Practices + Technology

Connect Across Silos

- Health/Medical Providers
- Government (Human Services, Public Health)
- Non-Profit, community-based organizations
- Across counties and communities

Public Health Approach

- Examine population risk and need factors across all social determinants of health and health data

360 Coordination

- Enable coordination between all providers and with clients through integrated software tools

Boulder Connect Technology Platform

What is Boulder Connect?
Care Coordination
Workload Management
Population-Level Planning

Data warehouse and software applications to enable Interoperability for HHS and Community Partners
First version released 2012
Developed and maintained by HHS technical team with additional support from BOCO IT

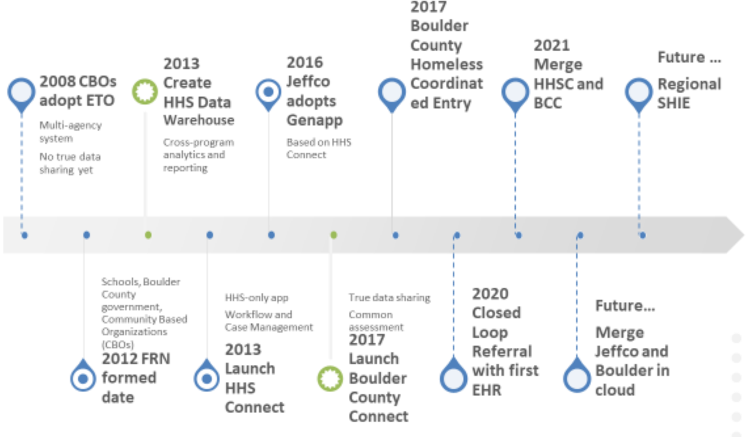
Features
- Population Level planning/analytics
- High Volume Task Mgmt
- Case Management
- Client Interface
- Screeners and Navigation
- Resources and Referrals
- Referral Exchange with Health Providers
- Flexible privacy controls
- Fund Management
- Bed Management

Scope and Adoption
- >110k clients annually
- 850 users
- 13 agencies
- 100 programs
- 175k monthly client searches/page hits
- 140k partner services annually
- 2600 referrals annually

Accomplishments
- Integrated data across programs and agencies
- Outreach – 73% reduction in uninsured rate over 5 years
- Boulder County Homeless Coordinated Entry
- Adoption of cross-agency assessments for case management

BOULDER COUNTY HOUSING & HUMAN SERVICES

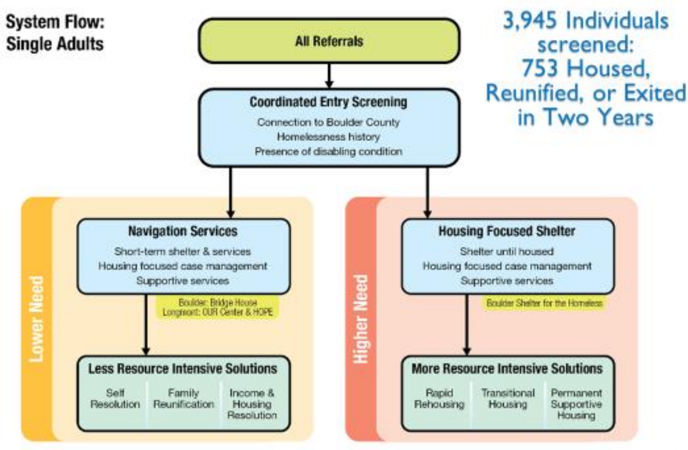
Boulder Connect Timeline



BOULDER COUNTY HOUSING & HUMAN SERVICES

Connect in Action: Coordinated Entry

System Flow: Single Adults



3,945 Individuals screened:
753 Housed, Reunified, or Exited in Two Years

BOULDER COUNTY HOUSING & HUMAN SERVICES

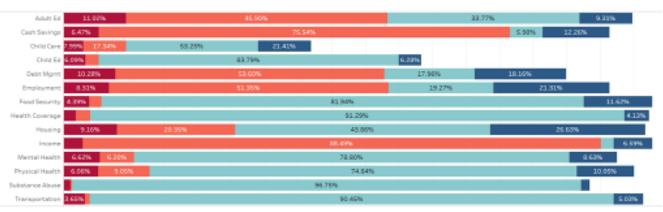
Connect in Action: Planning and Evaluation

Tools for Evaluation of the Integrated Services Model

- *Checking in on community-wide rollout of a common assessment tool – CFSA*
- *Understanding changes in outcomes over time*

Changes in Client CFSA Scores

How did client's scores change, relative to the prevention line, between their intial and most recent CFSA?



Lessons Learned

Let's map all of our data fields!

We need to select a data standard.

Should we use Unite Us? Aunt Bertha? What about Now Pow? Something else?

We should share data!

Yea, but what about HIPAA, CFS 42 Part !*$#@$

• Start small. Choose one workflow • What data do you want to share? • Where will it come from? • Where will it go to? • Which workers will see it? • What systems do they use?	• Create a process proposal and process map • Review with legal and tweak • Review with tech team and tweak • Review with staff that will use it… and tweak	• Then build it! • Look at the data, then tweak it some more • Then start on the 2nd workflow

USE CASE CLR1 I4E Closed-loop Referrals

GOAL: Enhance BCC to support the ability for a health care provider at Clinica to create a referral addressing food insecurity using their existing EHR system to Boulder FRCs using BCC and to subsequently receive status updates back to their EHR system.