What's up with our Tech usage for information sharing?

Jefferson County Health Alliance – Technology Action Team

September 13, 2021

Respondents

- 31 respondents provided information

- Stride (2)
- JCPH (5)
- Kaisen Food Rescue
- The Action Center
- Jefferson County
- Connectando
- Evergreen Christian Outreach (2)
- Community Table
- Jefferson Center
- Jeffco Connections

- Jeffco Human Services (2)
- Shiloh House
- Porchlight
- Centura primary care
- Unknown
- City of Arvada
- CCHA
- Hunger Free Colorado
- JUST Living
- City of Wheatridge Homeless Navigator

Percentage of respondents who are using/considering or not considering by application, Jefferson County, 2021
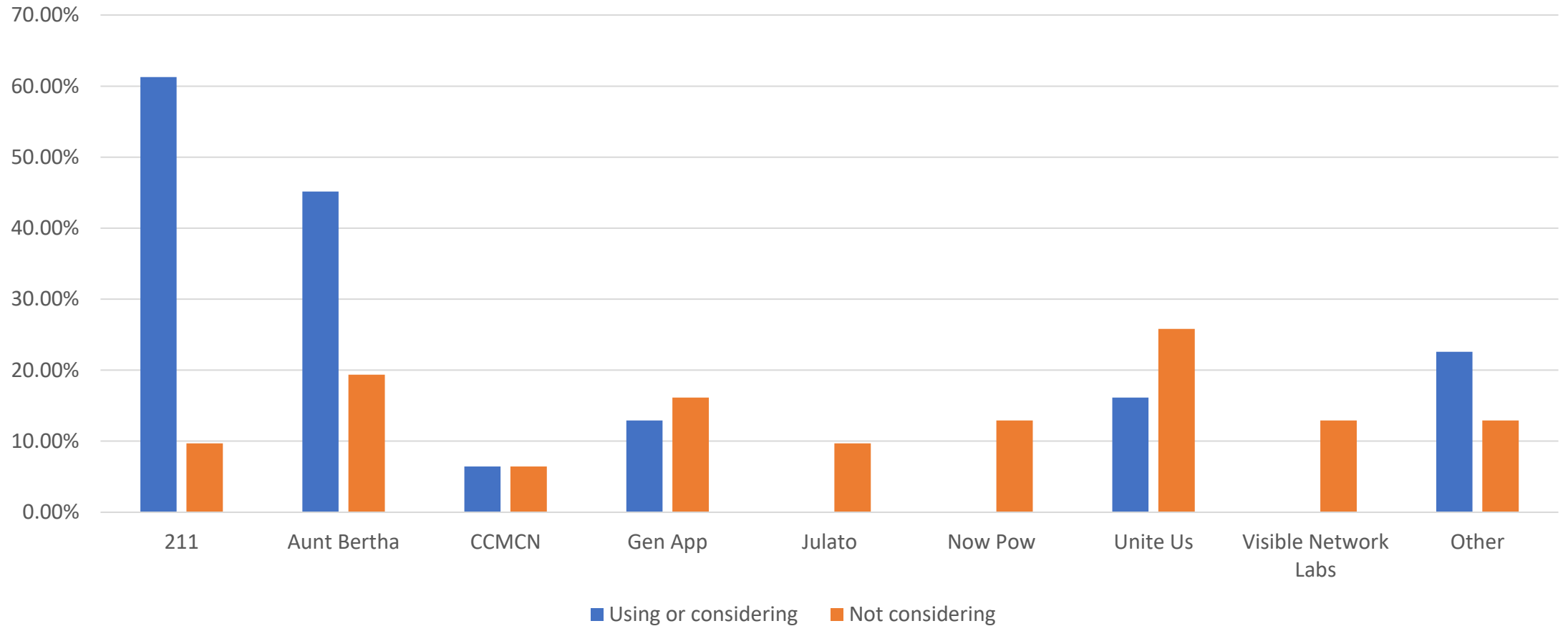
211 - Working Well

- it is easy to update - I like having a specific person there that I interact with. It does not take a lot of my staff's time to update it is promoted well, so many know to go there
- It's well known by most. Phone navigation support is very helpful. Ease of updating and adding agencies via online form. Breakdown of category areas.
- We often refer folks here if unable to find specific resources, it is a nice "catch-all".

- Variety of programming available, material is typically up to date
- Information listed is typically good. Families report difficultly calling or using their services though.
- Consolidated nature of the resource
- It is great that it is well maintained and updated frequently.
- it is regional and reliable

211 – could be better

- Improved updating capabilities
- more collaboration
- Seems to be heavy on supports in the Denver area
- Families report difficultly calling or using their services though.
- Keeping things up to date, better customer service, enhance capabilities for data sharing/care coordination beyond just resource look up which is how we use it now.

- Hours extended
- Not as many "clicks" or pressing buttons to get to information you need to access.
- If we could edit our own pages easily. If pages were updated for accuracy yearly.

211 – families and staff

Staff

- clients are usually the ones using this service, rather than the providers (at least in our experience)
- The different types of services all in one place
- Not as up to date/ Denver heavy
- Its ease
- Convenience but lack of direct resources
- easy to just call them

Clients

- Widely used data base
- If already calling a resource hub, feel duplicative to be referred to 211
- The limited hours
- not specific enough for their needs
- It is an easy resource to remember and use
- I imagine the option for language preference is very helpful.
- Might have issues due to lack of technology to access it.
- information can be inaccurate.

Aunt Bertha - Working Well

- Really like the thorough information that comes up for each option under the main headers. The map showing the location of each resource is very helpful. The layout is very user friendly.

- HIPAA compliant and closed referral loop capability. Great analytics and customer services

- I like that the loop closure and that if we get a referral I can change the status and this will let the referring party know what is happening with the client they referred. The reports are nice and I can export to excel and use filters if I need to see quickly who is the next in line on my waiting list.

- it is integrated with our electronic health record which makes it easy to use.

- Easy to use - find what I need effectively.

- Easy to search resources by zip code

Aunt Bertha – could be better

- More partners on board, increase updated and accurate county resources, more data sharing and interoperability

- I've entered some test data but I'm not able to delete it. A few other glitches as well...I've added my own screener to collect more information such as family stressors but if this isn't entered during the creation of the application I can't figure out how to go back to put this data in.

- We cannot see referrals that others have made for that patient. It would be nice if it was a shared record in Aunt Bertha.

- I would like to analyze the system, does not have a zoom out option to see a map of resources

- Have other ways to obtain the information

Aunt Bertha – families and staff

Staff

- Not integrated with our EHR
- They like searching for resources
- Easy to look up information

Clients

- I don't think they use it. We use it behind the scenes.
- The wording says "apply" when it's just adding them to the waitlist so not sure if that is confusing
- You have to have a computer and be able to use a computer to use the resource and most clients dont