

April 6, 2023

THE Download

A monthly webinar diving
into the intersection of
healthcare and technology



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mihin.org



Today's Agenda

01

Welcome to The Download

Joanne Jarvi, Senior Director,
Outreach and Market
Communications, MiHIN

02

HHS Strategic Approach to SDOH

Kelly Cronin, Deputy Administrator,
Innovation and Partnerships at HHS
Administration for Community Living (ACL)

03

Introduction of Facilitators and Panelists

Sarah Kile, Director, Community and
Partner Engagement

Crystal S. Korpi, MBA, Liaison, MI
Bridges Community Partners, Bureau
of Community Services, Michigan Dept
of Health and Human Services

04

Panel Questions

Community of Practice Vendors

05

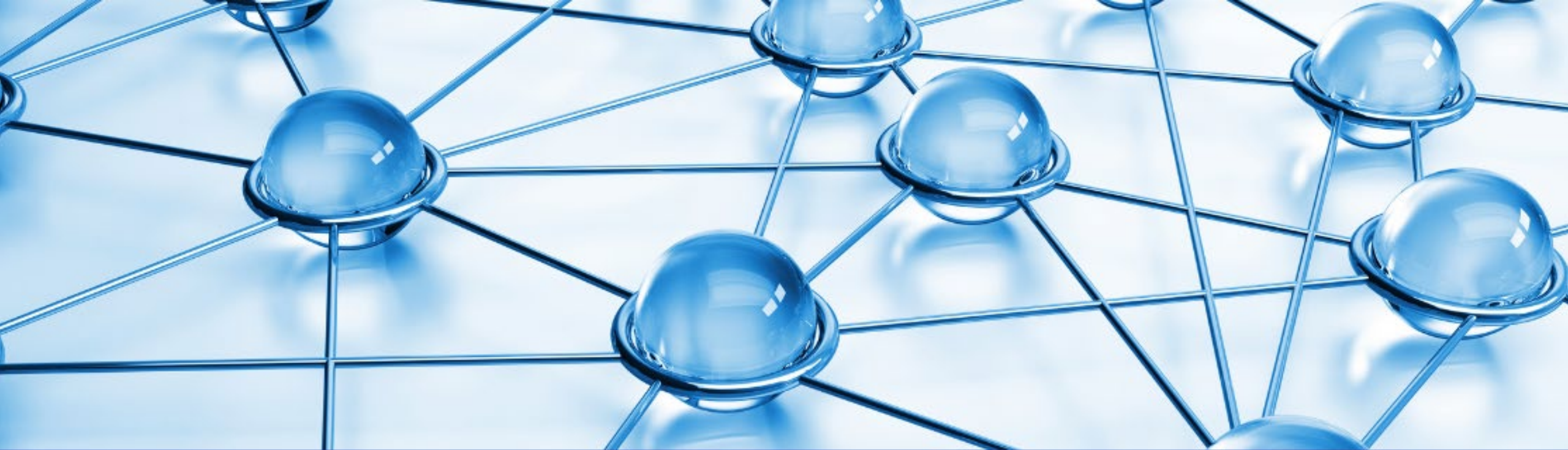
Q&A

All

06

Adjourn

Joanne Jarvi, Senior Director, Outreach
and Market Communications, MiHIN



SOCIAL CARE INTEROPERABLE REFERRALS

COMMUNITY OF PRACTICE PARTICIPANT PANEL

APRIL 6, 2023 | 3:30-5 PM EST

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Michigan Health Information Network Shared Services (MiHIN)

MiHIN is a non-profit organization that provides technology and services to connect disparate sectors to securely, legally, technically and privately share health information.

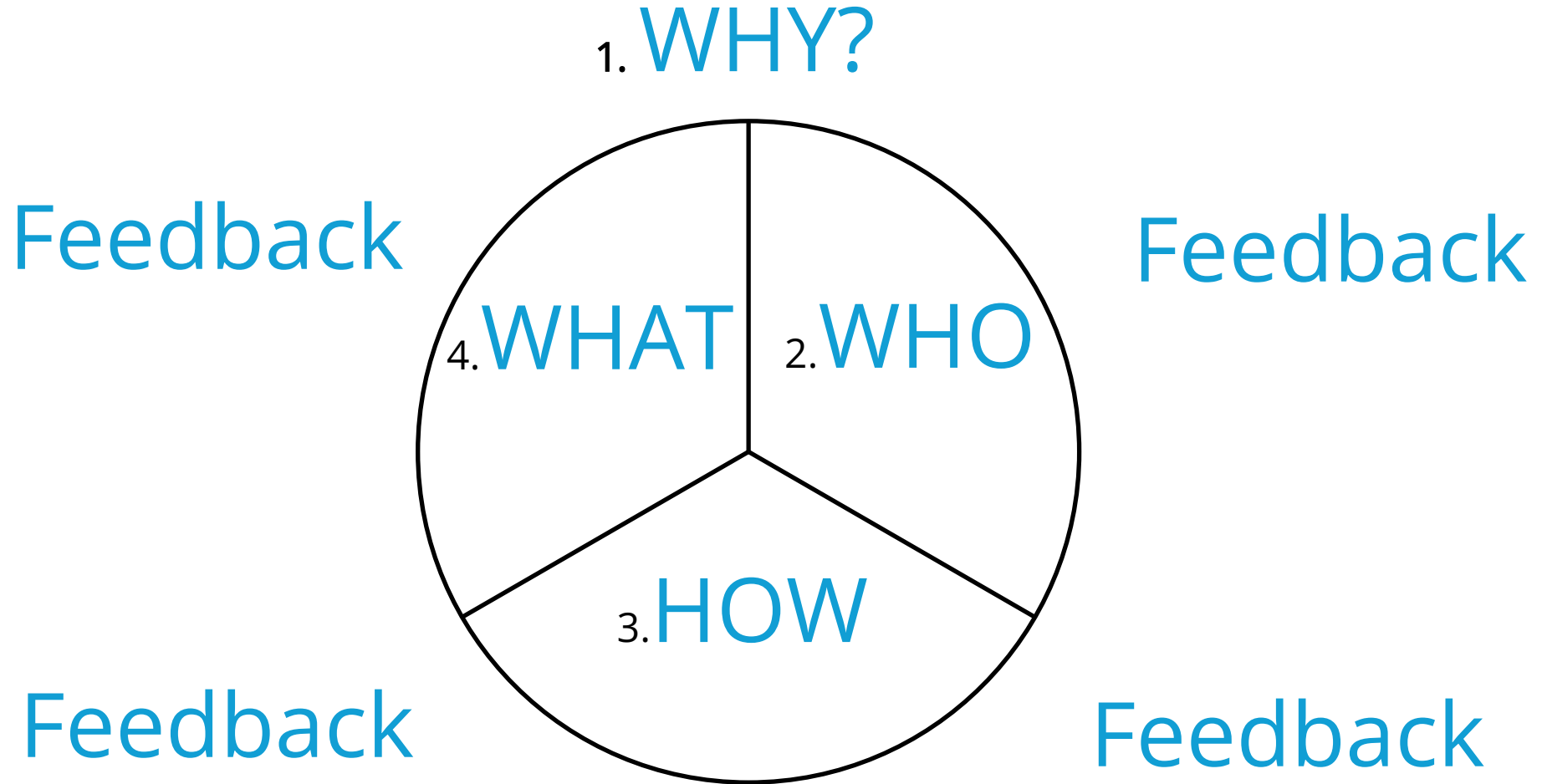
An unbiased data trustee, MiHIN does not provide health care services or produce health care data.

Instead, we help convene to share vital health information to advance care, better outcomes and lower costs.



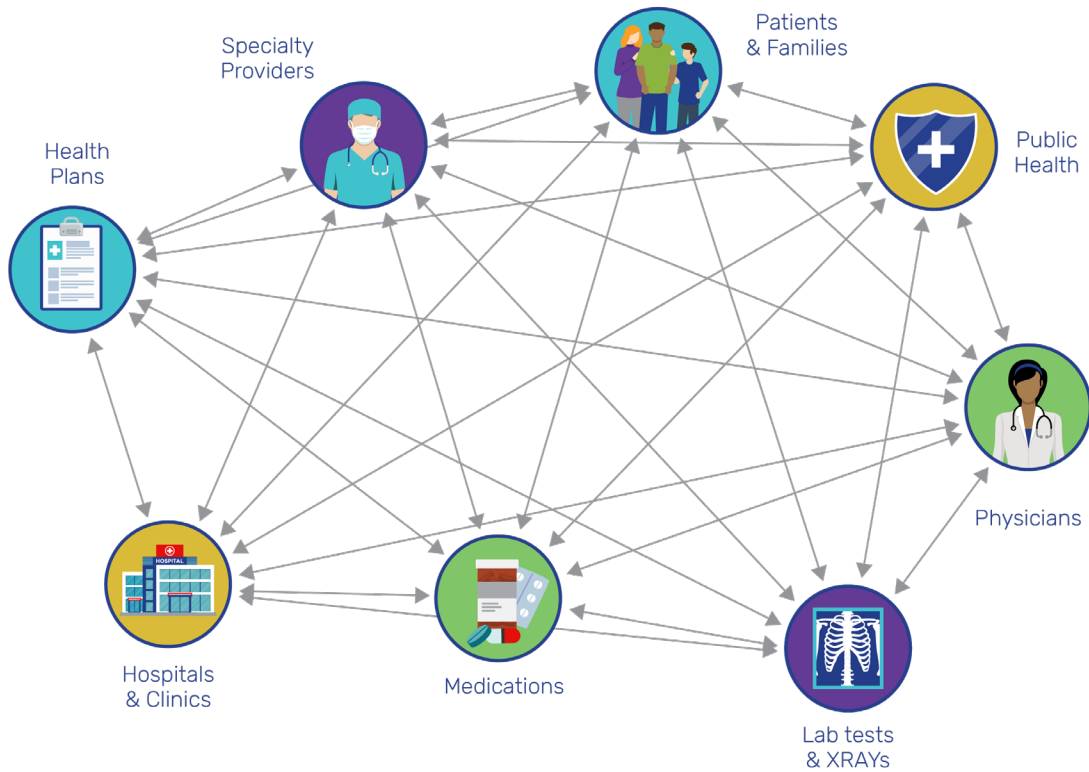
The Group Development Model

(with special thanks to MHEF and MPHI)



Statewide Health Information Exchange Breaks Down Data Silos and Creates Efficiency

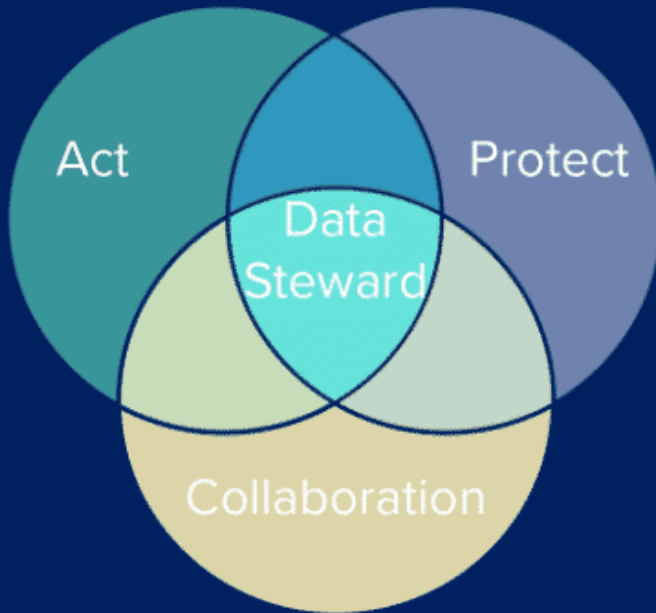
Duplication of effort,
waste and expense



Efficient and cost
effective



Data for Health; Data for Public Good



The Goals of Health Information Exchange

Reduced
Inefficiencies



Improved
healthcare access



Lower
healthcare costs



Better quality of care
and health outcomes



Personalized
medicine for patients



44,582

Michigan care providers
with Active Care
Relationships®
through MiHIN, working
within

5,637

Michigan care entities

13,136,868

Unique Patient Records

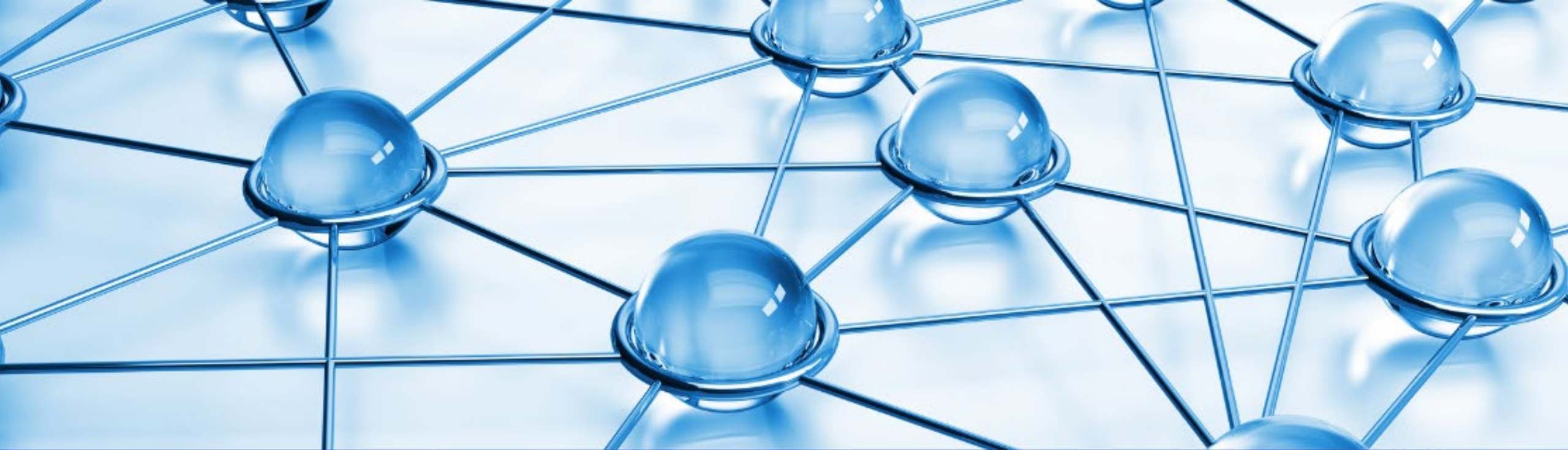
Federal Gov't
State Gov't
Health Department
Health Payers
Health Systems
PIHPs



Hospitals
Clinics
Practices
CMHs
Hospices
FQHCs
Pharmacies
Physician Orgs
Physician Hospital Orgs

Doctors
Nurses
Clinicians
Care Managers
Social Workers
Dentists
Pharmacists
CARE SEEKERS!





SOCIAL CARE INTEROPERABLE REFERRALS

COMMUNITY OF PRACTICE PARTICIPANT PANEL

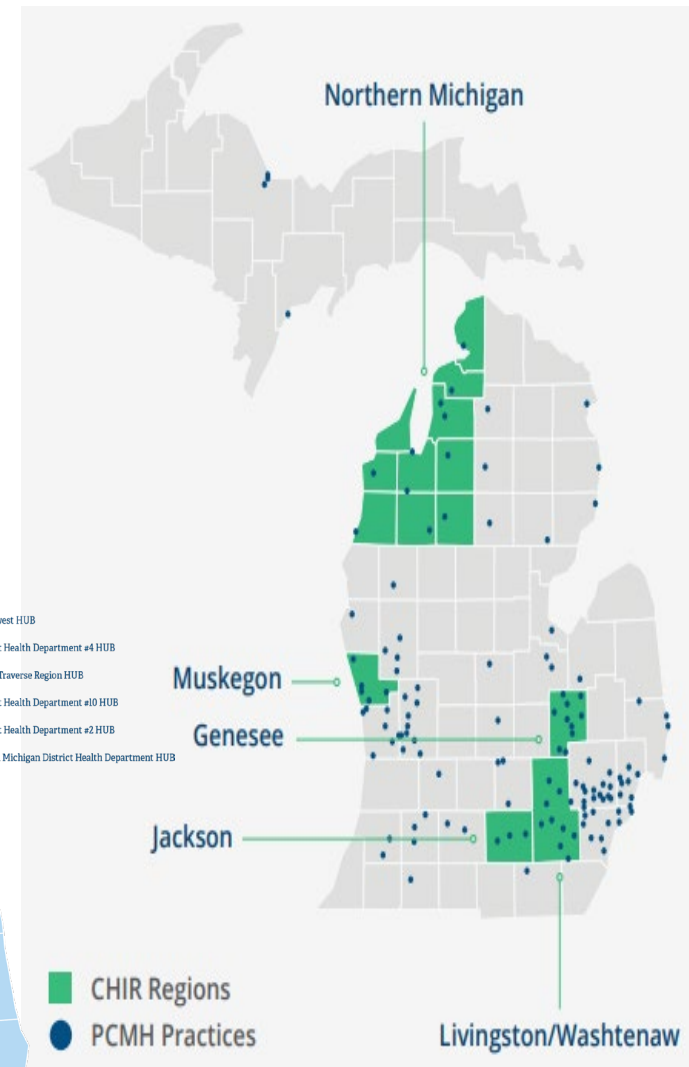
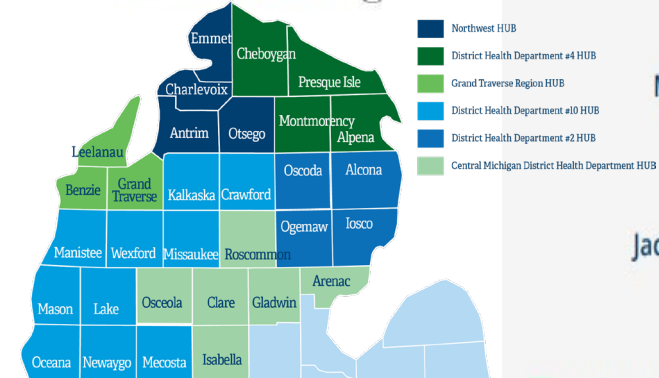
APRIL 6, 2023 | 3:30-5 PM EST

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7 Years In...

- Medical care culture and systems of care are not the same as social care culture and systems of care
- Multisector alignment is extremely challenging
 - business speed > government speed > community speed
- Assemblages are not the same as partnerships
- Knowing what data (and how to best extract it) is needed to impact Health Equity requires research/evaluation; but very difficult to conduct and fund
- While large and well-resourced CBOs may have infrastructure in place, small to midsize CBOs are less likely to have the capacity and experience to enter into contractual relationships, be able to take on financial risk, or have the capability to build staff skill sets and bandwidth.



PCMH= Patient Centered Medical Home
 CHIR=Community Health Innovation Regions

MiHIN Interoperable Referrals Pledge

- Service providers should be able to work within their chosen systems of record
- Consumers should have access to their own data with full transparency into who will have access to their data if they consent to a service; and service providers commit to not blocking electronic health information (defined as knowingly and unreasonably interfering with information sharing)
- Service providers commit to the use of open APIs and national standards like the HL7 FHIR Gravity Accelerator
- Service providers recognize the need for data aggregation from multiple systems to quantify demand and utilization for services to inform policymakers and ensure service quality
- Service providers support the state-designated entity, statewide HIE, or health data utility to serve as the trusted health data exchange broker to ensure an interoperable ecosystem among the medical, public health, and social care communities



Social Care Referral Vendor Community of Practice

- Began convening in August 2022
- All voluntary – Self governed and funded
- Pilot interoperable referral message standards and pathways
- Harness the power of commercial technology – all whom have the same goals of assisting individuals in need



Kelly Cronin

**Deputy Administrator,
Innovation and Partnerships at
HHS Administration for
Community Living (ACL)**



*Advancing independence, integration,
and inclusion throughout life*

U.S. Department of Health and Human Services,
Administration for Community Living

HHS Strategic Approach to SDOH

Whole-of-government approach to integrate health and human services involving cross-sector partnerships and community engagement.



Goal 1 Build a robust and interconnected data infrastructure to support care coordination and evidence-based policymaking



Goal 2 Improve access to and affordability of equitably delivered health care services, and support partnerships between health care and human services providers, as well as build connections with community partners to address social needs



Goal 3 Adopt whole-of-government approaches, support public-private partnerships, and leverage community engagement to address SDOH and enhance population health and well-being

Sarah Kile

Director of Community and
Partner Engagement



Let's find the help you need

Search our database of over 27,000 programs for Michiganders

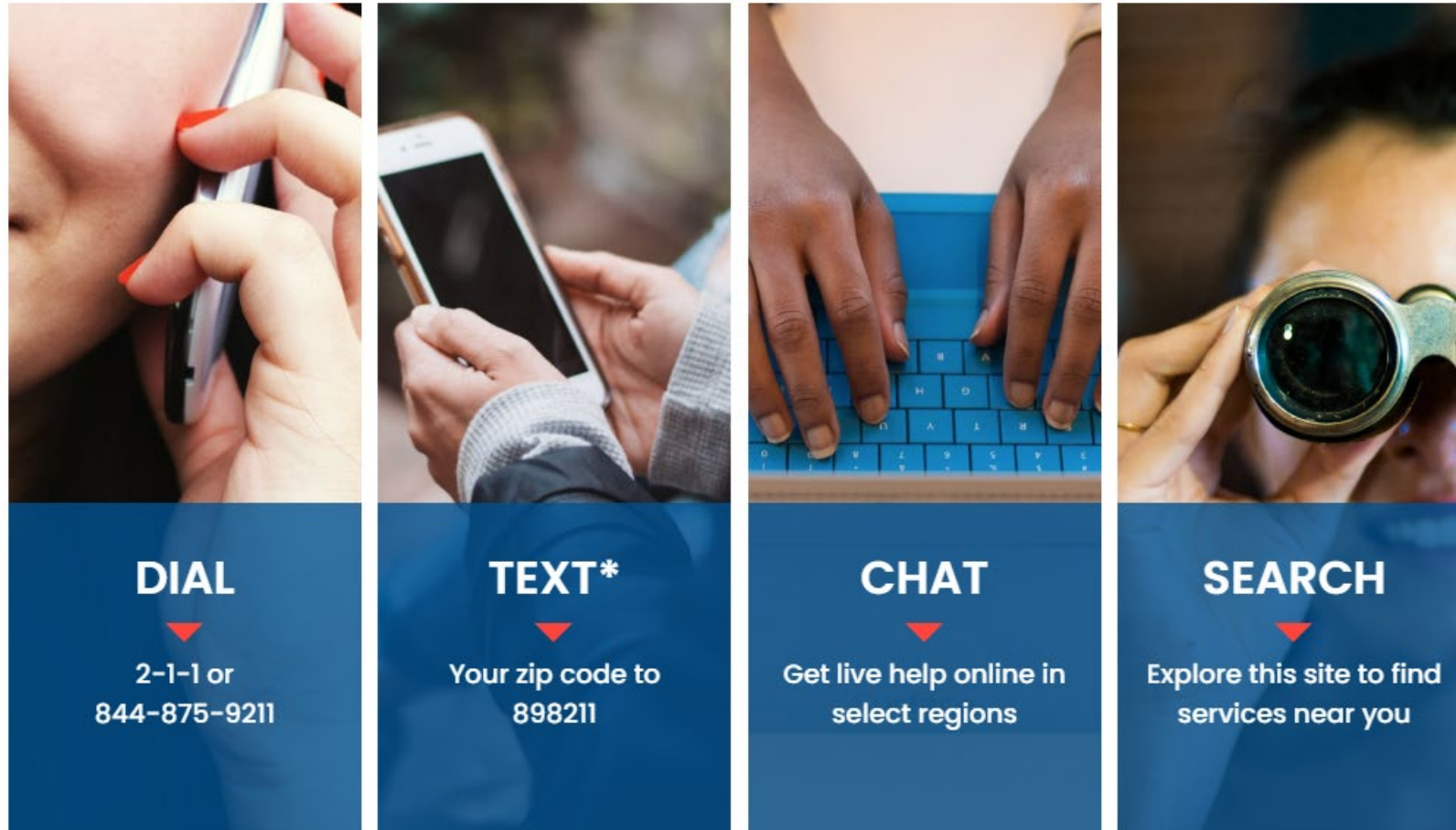
I am looking for:

I live in zip code:

[FIND HELP](#)

The screenshot shows a search interface on a website. The background is a dark blue image of a lighthouse on a grassy hill. The text is white and orange. There are two input fields and one button.

211 and its role in Social Care Interoperable Referrals



- Easy to Remember
- 24/7/365
- Community Based



Resources FOR Referrals

- 211 has the most comprehensive, highly curated and Nationally Accredited social services database in Michigan, and the country!
- Over 7,000 agencies with nearly 30,000 programs



GET CONNECTED. GET HELP.



211 in 2022

Get Connected. Get Help.

2023 Michigan

>781,000 Contacts

>857,000 Referrals

2.4M
referrals to
reduce hunger



8.1M
meals delivered
with Ride United:
Last Mile Delivery

385K
referrals to
transportation
and 134K rides
dispatched

18M
requests
for help



19M
referrals to 1.5M local
services and programs



Crystal S. Korpi, MBA

Liaison, MI Bridges Community
Partners

Bureau of Community Services
Michigan Department of
Health and Human Services

What Benefits are Available to You?

You can apply for more than one program at a time.



Healthcare Coverage

Helps with healthcare costs.



Food Assistance Program (FAP)

Helps you buy food.



Cash Assistance

Provides cash to parents with children, people with disabilities, refugees, and people over 65.



Women, Infants, & Children (WIC)

Provides food, referrals, and education to mothers, infants, and young children.



Child Development & Care (CDC)

Help covering childcare costs for working families.



State Emergency Relief (SER)

Help covering the cost of emergency situations.



MI Bridges

Welcome back to MI Bridges, Casper!

Sign Up for Notifications

Stay Informed on letters from MDHHS, receive updates to your MI Bridges account, and reset your password.

Get Text Notifications Sent To:
555-555-5555

[Opt In](#)

You can change your phone number in Preferences.

Notifications

No Recent Notifications

[View All Notifications](#)

Benefits

- Benefits To Do List
- Upload Documents
- Apply For Benefits
- View Benefits
- View Letters

Resources

- Help Me Find Resources
- Explore Resources
- My Saved Resources **7**

Navigator
Edt Navigators

Thomas Farmer
Mission for Area People
708-524-5418

Randall Nichols
TrueNorth Community Services
317-379-7274

Overview

- MI Bridges enables residents to identify their needs and connect to community resources that meet those needs to improve stability over time. MI Bridges, through a partnership with MI 2-1-1, includes community programs and organizations from their database.
- MI Bridges integrates with the Great Start to Quality Database to pull a list of licensed childcare providers.
- MI Bridges makes common MDHHS processes easier for residents, improving their experience and providing more options for self-service
- MI Bridges helps community partner organizations play a more significant role in helping residents access benefits and supports
- MI Bridges has specialized features targeted at Community Partners, such as a dashboard of clients who the partner has assisted, and the ability for the client to send a referral directly in to the community partner through MI Bridges

Community Partners are an essential part of the success of MI Bridges.

There are 3 options for partners to engage with MDHHS and Michigan residents – they can choose to serve as in multiple ways!

Navigation Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing one-on-one assistance to MI Bridges users. The assistance provided may vary from simply answering user questions to helping them complete a needs survey, finding local resources, or applying online for a MDHHS benefit program.

Referral Partner



An agency that agrees to receive referrals sent from customers using MI Bridges. When a client would like to use a resource offered by a Referral Partner, the partner organization receives an electronic referral on their MI Bridges dashboard and can contact the client to provide services.

Access Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing a computer(s), tablet(s) or mobile device(s) for individuals to use MI Bridges.

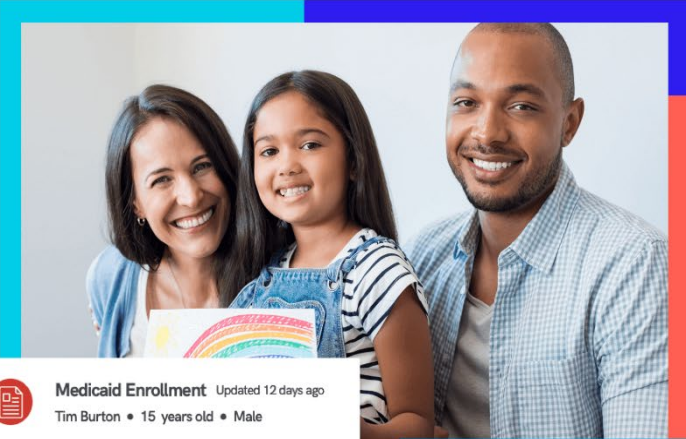
Chris Grace

Chief Executive Officer and
Founder

Social Care Automation for Community Health

Rapid access to government benefits and
community-based social services.

[Request Free Demo >](#)



 **Medicaid Enrollment** Updated 12 days ago
Tim Burton • 15 years old • Male

Updated 12 days ago

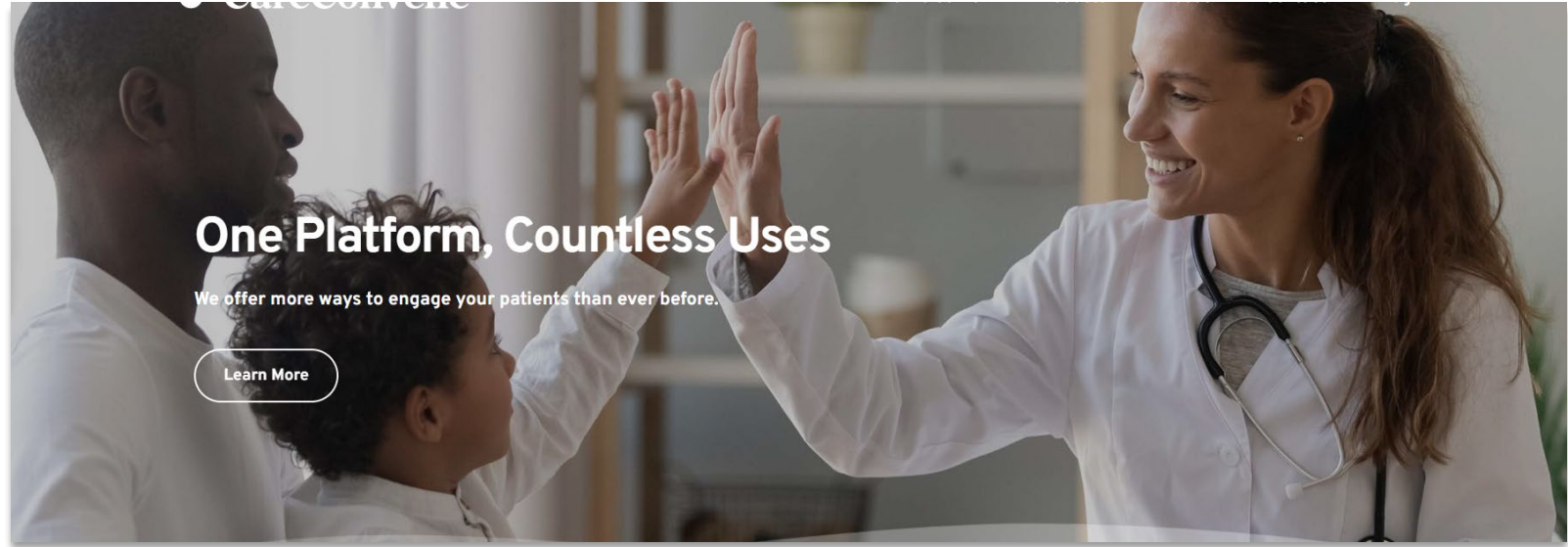
Urgent Medicaid Enrollment • Case Approving • Pending

Additional documents to support Sally's income status is required. We decided...



Todd Bailey

Chief Operating Officer and
Co-founder



Jaffer Traish

Chief Operating Officer

> Connected Social Care for Healthier Communities

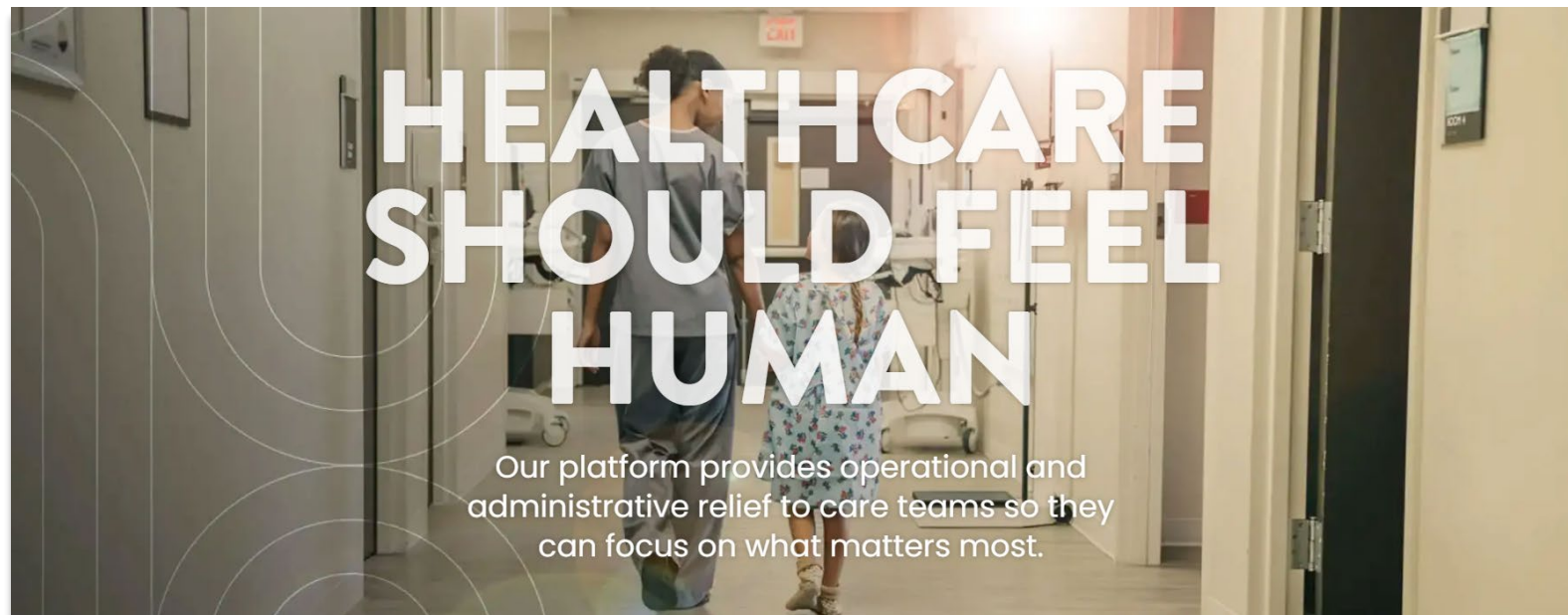
Our customers use findhelp technology to power their social care systems. Our tailored solutions and customer-branded platforms are built on findhelp, America's leading **social care network**, which features more than 612,621 distinct program locations that provide help to millions of people across the country.

[Our Solutions >](#)



Shannon Helton- Gorski, MHA

Director of Value Realization



hōlon.

Jeff Chang

Chief Executive Officer

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The world is complex. Systems should simplify it. That's why we exist. Our custom solutions are integrated, efficient, and comprehensive. Best of all, they just work.



Bob Fike

Chief Executive Officer



RIVERSTAR

RIVERSTAR SOLUTIONS FOR

WHOLE PERSON POPULATION HEALTH

**Community
wellness, one
person at a time.**

RiverStar's Solutions for Whole Person Population Health help improve the coordination and delivery of behavioral health, community care and healthcare — while providing recurring billable services that improve the bottom line.

[SEE OUR FULL SUITE OF SOLUTIONS FOR
WHOLE PERSON POPULATION HEALTH >](#)



Caitlin Manzano, MSW

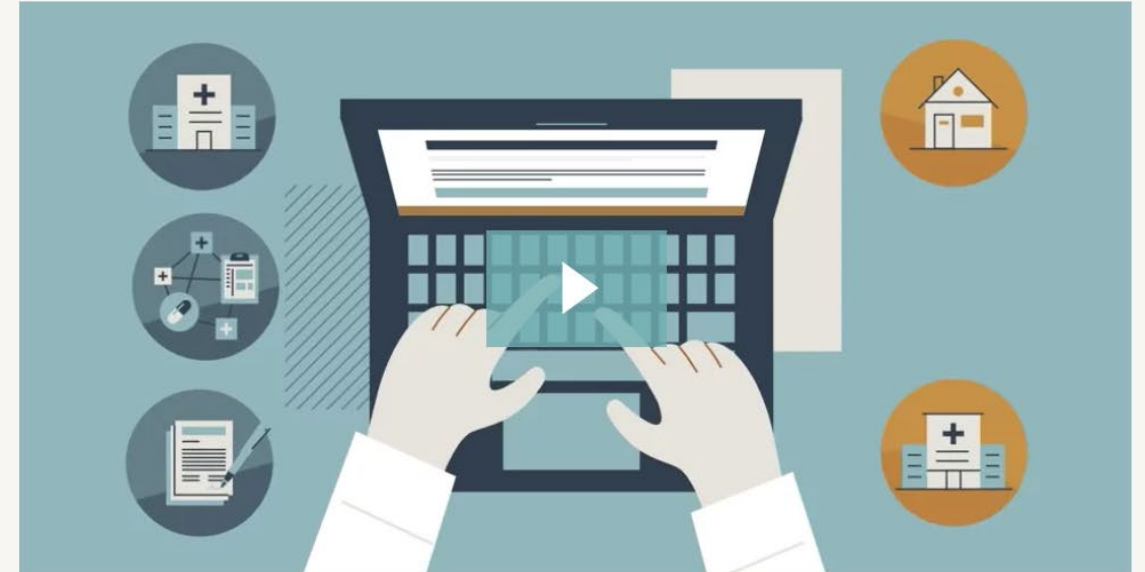
Community
Network Manager

See the video

Connected care. Smarter care.

Healthcare and community care providers can't realize their potential to work together for patients until they are connected with intelligent, reliable technology. That's what WellSky is all about.

Watch now >



Topic 1: The Evolution of Care Infrastructure and the Digitization of Social Care Data



Topic 2: The Goals of Cross Sector Data Exchange



Topic 3: The Value of Interoperable Referrals



Q& A

- What is the closed-loop referral industry average by resource and referral platforms? -Asked by Rick W. of Pathways Community HUB
- How are the patients going to get access to their healthcare and SDOH Data? -Asked by Dan B. of UPHIE
- Sharing information between CBOs and health systems? - Asked by Alicia M. of Michigan Medicine
- How is social care infrastructure handling person matching for cross sector sharing? Are approaches compatible across vendors? Common Key?-Asked by Oleg of The Physicians Alliance and others
- What new referral locations would HFH be able to acquire/send using MiHIN? - Asked by J. Lowry of Henry Ford
- Siloed CIEs-- how they will all be able to interface? Asked by Melissa Gary of Great Lakes Physicans Organization
- What considerations around resources are being discussed to support CBOs who are being asked to use multiple platforms?- Asked by Deana Smith from Center for Health Research Transformation



Upcoming Engagements

The Data of Advance Care Planning Workshop #2:
Documentation, Clinical Workflows, and Data Exchange

Monday, April 10, 2023
2:00-4:00 PM EST

THANK YOU

LET'S CONNECT



mihin.org



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linkedin.com/company/mihin