

LINC

Living in Networked Communities

Blaze Advisors has developed a new model of transitional care management that connects hospitals, providers, and community-based organizations to address Social Determinant of Health (SDOH) obstacles. Our objective is to fill the gap between each of these care providers before post discharge medical and/or behavioral health services start.

The methodology:

- Links individuals and resources, improving health and community outcomes.
- Shares care and crisis plans to minimize unnecessary 911 calls.
- Provides care compliance alerts to identify at-risk behaviors early.
- Develops metric-driven accountable partnerships that steer referrals and philanthropic funding.

It is known that care managers are confronted with many manual and labor-intensive processes which tend to be exacerbated when working with patients with complex health and SDOH needs due to:

- Complexity of patient needs that confounds treatment adherence
- High degree of inter/intra organizational fragmentation and mission diversity between providers and CBOs
- Lack of automation among CBO's; many still relegated to paper tracking

Hence, a connected network sharing common alignment and a communication platform that ensures efficient and effective access/connectivity between the hospital/health system, its partners, and CBOs is crucial to effectively coordinate SDOH care.

LINC is the Blaze Advisor model for a CBO Network that coordinates around a comprehensive and coordinated care plan, linking the patient to accountable providers and community-based support services. In concert with partner providers, a Transitional Care Manager creates the plan and ensures a warm handoff to services over the first 30-45 days post-discharge; monitoring patient adherence real-time allowing for immediate problem-solving. While the program can interact with a multitude of CBO categories, experience shows that addressing food, housing, and transportation security often shows the biggest readmission and avoidable bed day ROI. The LINC program pulls together a self-governed network of CBOs and providers to manage:



- **CBO Directory:** Automate and standardize the information on each CBO to include resource availability and eligibility. Today this is largely paper lists of CBOs that are updated haphazardly and do not contain consistent or searchable information on each CBO. If your community already enjoys a CBO database, the LINC model would link to this and export/update data as needed.

- **Common Patient Application for Services:** Within LINC, a common patient application for services is created and can be shared with multiple CBOs at once. This enables the care manager to simply “submit” the common application to the relevant CBOs per the patient need. There is no need to update the common app unless patient information changes. Today, there is often no automated process for sending a referral or knowing if the patient meets eligibility requirements or even if the CBO has capacity to accept the patient.

- **Electronic Referral & Tracking:** Blaze Advisors works with several CBO Referral Platform vendors to customize a CM’s ability to send referrals to the CBO, track their receipt, and log whether the referral was accepted or declined, saving significant CM time (driving ~30% reduction in CM costs) following up on submitted applications. Client Resource Management (CRM) tool: It is typical that CBOs need to track their referrals, clients, and service provided and PCCI provides the CBOs the ability to report their impact to public, grant, and funders.

- **Bi-Directional Communication/Alerts:** Blaze Advisors will help customize platform to establish and operationalize consent-driven data sharing only to the extent necessary to effectively support the patient’s categorical SDOH needs. Today, CM’s under/overshare protected health information (PHI) with CBO via phone and fax with no audit trail. Blaze Advisors establishes CBO basic patient information, clinical care parameters (“Watch for signs and symptoms. . .”) and decision support on how to resolve (“If you see these symptoms, please call this number or click this button to send an alert to the CM”). Currently, CBOs operate in a vacuum of information about the patient’s condition and absent any information, typically call 911 for non-emergency situations to let EMS and the ED sort it out.

- **Simple real-time analytics for tracking patient. . . and partner metrics:** Blaze Advisors will establish and customize adherence thresholds that trigger a CM alert. If a patient is referred to emergency housing services today and is a “no show,” a CM alert is generated. This allows CM’s workload to be driven by active opportunities rather than passive monitoring of a “caseload.”

LINC is a model of care to align and organize the community around a health system/ACO to achieve measurable and significant SDOH/Health outcomes for its most vulnerable populations. As healthcare marches forward toward value, organized and effective CBO networks like LINC will create tremendous strategic value with payers and regional providers. . .are you ready to **LINC**?



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