NLC Peer Group Dialogue Meeting – Information Technology
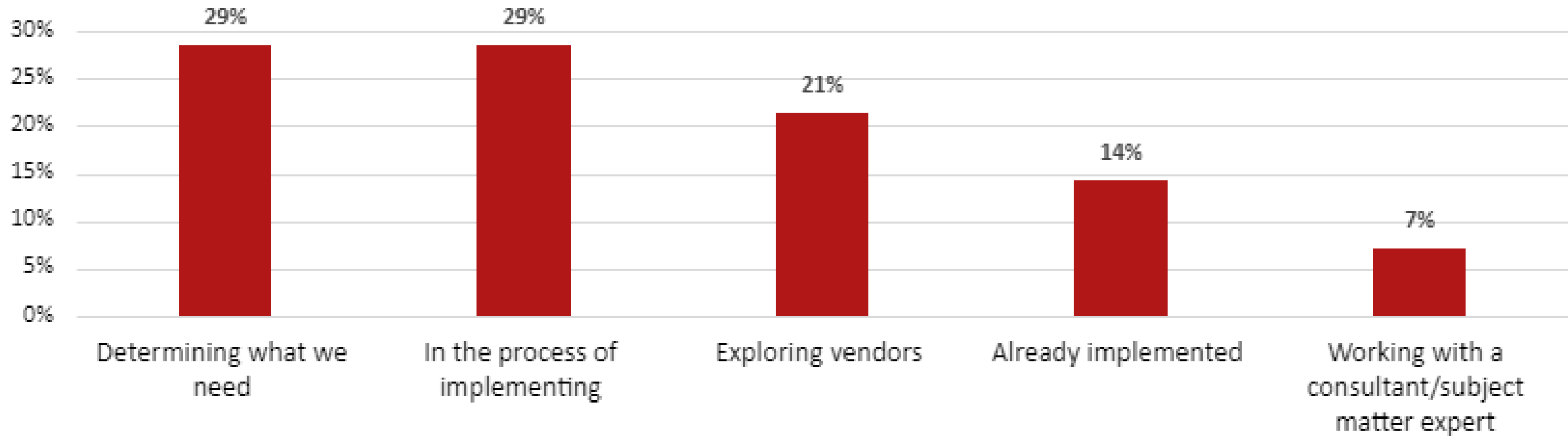
July 27, 2023

Agenda

- Welcome
- ACL Updates
- IT Survey Results
- CCH Interoperability Playbook Preview – Dr. Jay Bulot, Guidehouse
- Open discussion

NLC Peer Group Dialogue
IT Survey Results

July 2023

What is your CCH's current status in regard to IT platform selection and implementation?

What technology do you use for the following CCH functions/activities?

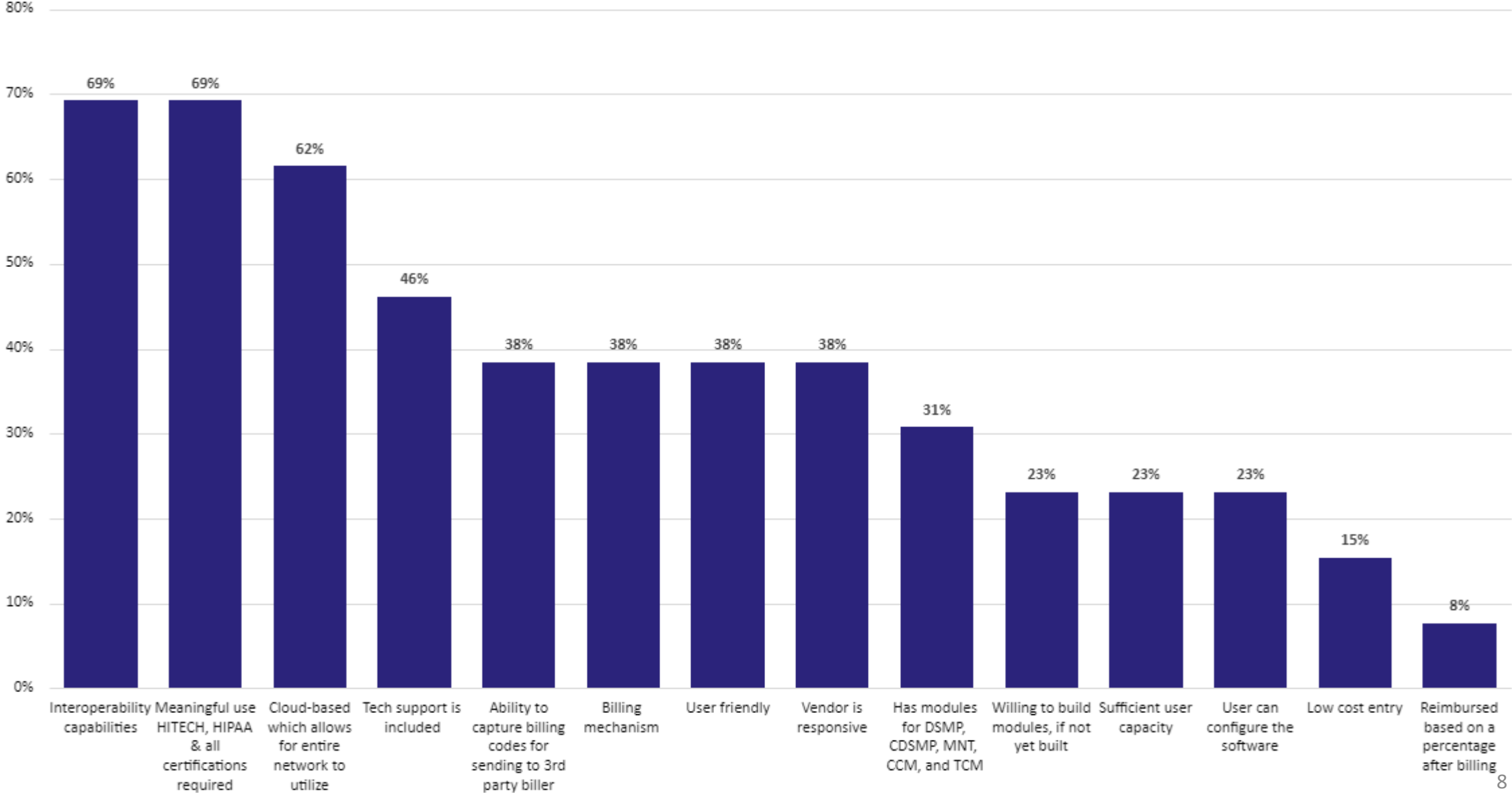| Referrals	CBO Directory	Grant management
• CRISP (HIE) • EPIC • Salesforce • Compass • ASPIRE (a Salesforce system a CCH has built)	• Sharepoint, Excel • Saleforce • SOCHR • CIL Suite Q90 Software • ASPIRE (a Salesforce system a CCH has built)	• Salesforce • Giving Data • Various tools separated by grant requirements • QuickBooks • Google Sheets • Chocolate Software

What technology do you use for the following CCH functions/activities?

Customer relationships	Billing, claims, invoicing, and reimbursement	Project management
• Excel • Salesforce • CIL Suite Q90 Software • Google Sheets • CBM	• Excel • Financial Edge (Office Ally) • Avidxchange • Billing/invoicing via providers • QuickBooks • SOCHR • CCS	• Excel • Sharepoint • Monday.com • CIL Suite Q90 Software • Trello

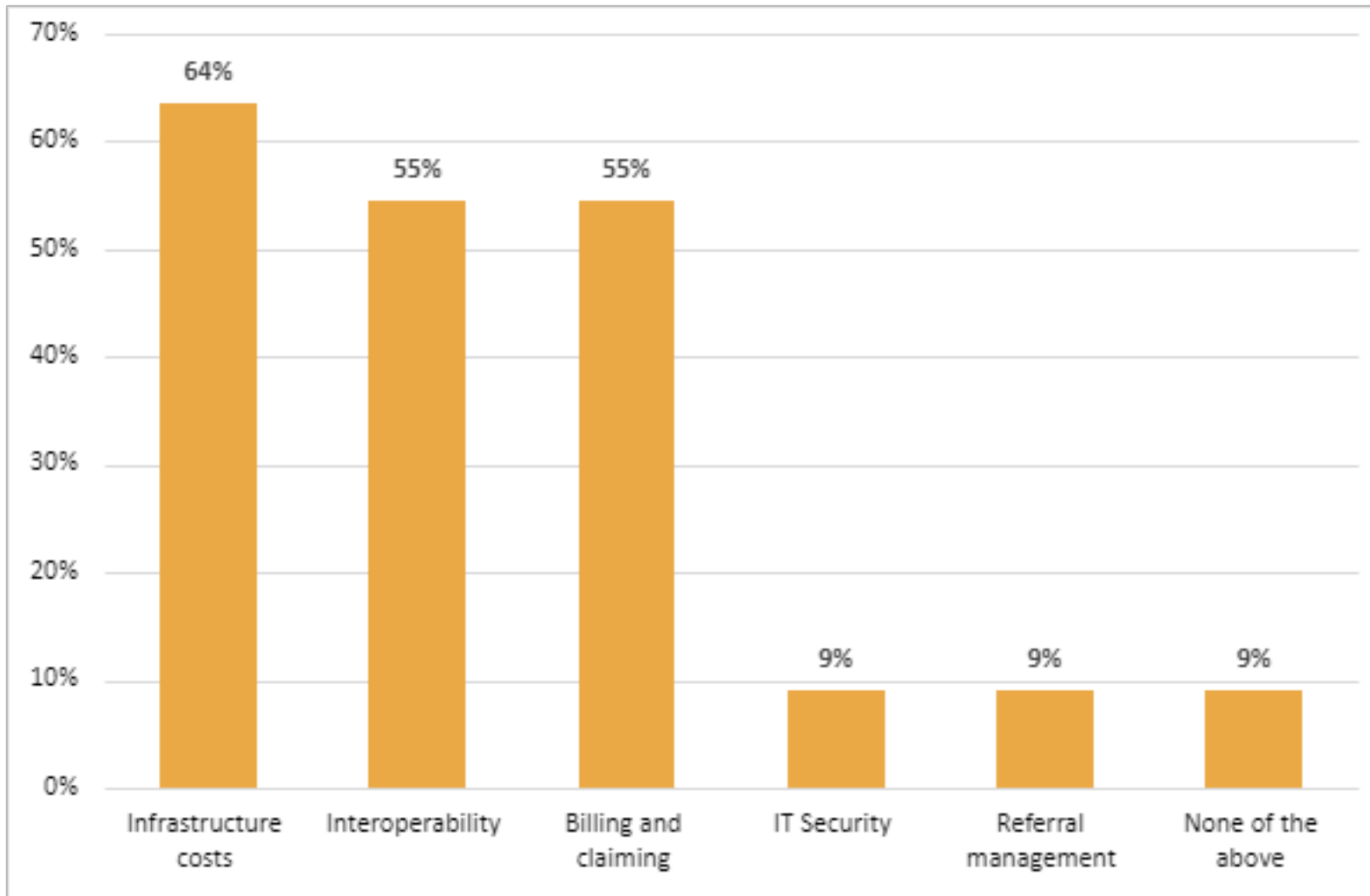# What technology do you use for the following CCH functions/activities?

Care coordination	Staff Training/Onboarding	Event notification	Documentation of service delivery
• CRISP (HIE) • Excel • Salesforce • SOCHR • ASPIRE • CCS • CIL Suite Q90 Software	• KnowBe4 • Excel • ARIS Enterprise • ILRU website and outside CBO training • Internal organization education curriculum	• Mailchimp • Salesforce • Company website • CCS and Compass • Agency listserv, social media platforms, and newsletters	• Apricot Workshop Wizard • CRISP (HIE) • Salesforce • SOCHR • CCS • Compass • Agency database

What are the top four features your agency is looking for in an IT platform?

Feature	Percentage
Interoperability capabilities	69%
Meaningful use HITECH, HIPAA & all certifications required	69%
Cloud-based which allows for entire network to utilize	62%
Tech support is included	46%
Ability to capture billing codes for sending to 3rd party biller	38%
Billing mechanism	38%
User friendly	38%
Vendor is responsive	38%
Has modules for DSMP, CDSMP, MNT, CCM, and TCM	31%
Willing to build modules, if not yet built	23%
Sufficient user capacity	23%
User can configure the software	23%
Low cost entry	15%
Reimbursed based on a percentage after billing	8%

What are your top IT challenges?

Please provide additional detail on your agency's key challenges related to selecting and implementing an information technology platform for your CCH.

Highlighted responses
• The demand from health care payors requiring use of their own system(s)- hence the need for interoperability and a data integrator.
• We inherited the Salesforce platform that was built to house CBO information and have built it to do what we need it to. Our next step is to increase securities and explore features that would allow e-referral processes and outcomes reporting.
• The hub needs guidance on what technology best suits our service mix and the need for flexibility/expansion.
• Financial infrastructure to support launch and maintenance while implementing program collaborations that will financially sustain in the future.
• Training and adaptability to new software
• Funding
• Meeting the requirements of multiple payers

What opportunities do you see related to CCH Information Technology? Do you have any promising practices to share?

Highlighted responses
• Our Health Department already has access to EPIC, but likely need an interface IT package for the hub and CBOs to access. • We are working with MITRE, CRISP re CODI. In addition, non-HIPAA compliant CBOs can receive referrals, etc via Workshop Wizard. • Learning from peers that have implemented the good/bad and questions to ask before purchasing as well if someone LOVEs one what that one is and why • [Our CCH] has built its own Social Care Health Record (SOCHR) on a Salesforce Platform. We are also using Microsoft Azure on a limited basis, but are planning to migrate SOCHR to Azure or a similar platform in the near future. We are also packaging a version of SOCHR for clinics or CBOs to use to track SDOH/HRSN data • We have built am interoperable system with a Salesforce vendor called Brite Systems

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The Community Care Hub Interoperability Playbook

Best Practices and Technical Requirements for Coordinated Care

Introduction to the CCH Playbook

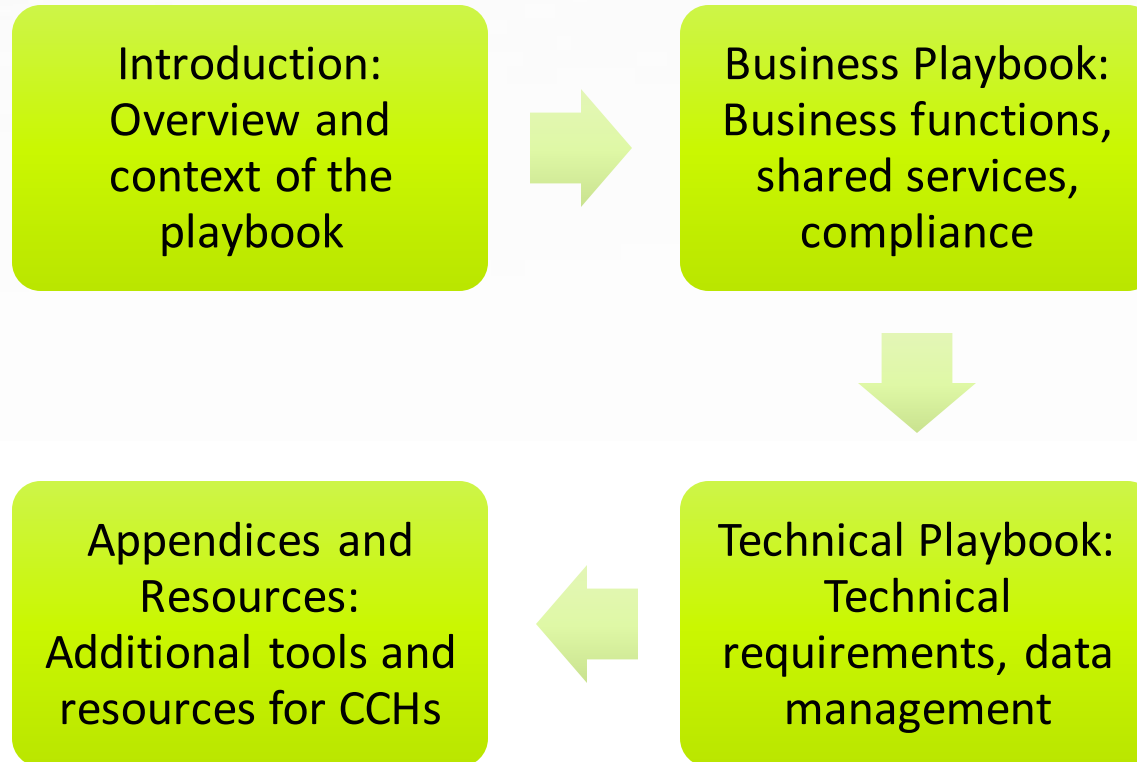The CCH Playbook: A comprehensive guide for CCHs

Purpose: Streamline operations, ensure compliance, foster collaboration

Objectives: Enhance efficiency, effectiveness, and interoperability of CCHs

Contents of the CCH Playbook

Introduction: Overview and context of the playbook

Business Playbook: Business functions, shared services, compliance

Technical Playbook: Technical requirements, data management

Appendices and Resources: Additional tools and resources for CCHs

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Business Functions in CCH Playbook

IT Systems: Support for business functions

Program Operations: Guidance on operations and reporting

Revenue Cycle Management: Best practices for financial management

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Shared Services and Information Sharing

Shared Services: Collaboration and resource optimization

Coordination: Working with federally funded programs

No Wrong Door Systems: Ensuring clients receive necessary services

Compliance and Regulations

FEDERAL REGULATIONS: OVERVIEW AND IMPLICATIONS FOR CCHS

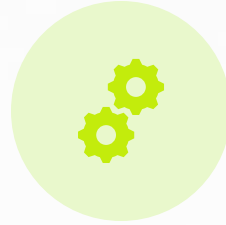COMPLIANCE GUIDANCE: ENSURING ADHERENCE TO REGULATIONS

HIPAA COMPLIANCE: PROTECTING CLIENT INFORMATION

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Technical Requirements in CCH Playbook

SECURITY AND DATA PRIVACY: PROTECTING CLIENT DATA AND SYSTEMS

SYSTEM ARCHITECTU RE: DESIGNING EFFICIENT AND EFFECTIVE SYSTEMS

INFRASTRUCT URE: ENSURING ROBUST AND RELIABLE IT INFRASTRUCT URE

Data Management in CCH Playbook

Data Architecture: Structuring data for optimal use

Data Structure: Organizing data for easy access and analysis

Data Standards: Ensuring data consistency and quality

Best Practices: Effective strategies for data collection and reporting

Preparing for Contractual Relationships

- System Architecture Considerations: Preparing IT systems for partnerships

- Contract Negotiation: Strategies for effective negotiations

- Contract Management: Ensuring successful and beneficial partnerships

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Utilizing the Playbook for Efficient Service Delivery

Implementing Best Practices: Applying proven strategies for success

Streamlining Operations: Enhancing efficiency of operations

Continuous Improvement: Using the playbook for ongoing improvements

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Resources and Tools in the Playbook

Appendices: Additional information and resources

Checklists: Practical tools for implementing playbook strategies

Templates: Ready-to-use resources for various functions

Conclusion and Q&A

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