

COVID-19 Care Transitions Spotlight: Western New York Integrated Care Collaborative, Inc.

Western New York Integrated Care Collaborative (WNYICC) was founded with the support of the Health Foundation of Western and Central New York to be the convening agency supporting the deployment of community-based integrated care in the Western and Central New York region. WNYICC is made up of a multi-county network of governmental and community-based organizations (CBOs), including six Area Agencies on Aging (AAA), one Center for Independent Living (CIL), two county health departments, and more than twenty non-profit CBOs that serve all ages across the entire lifespan.

CARE TRANSITIONS EXPERIENCE BEFORE COVID-19

In early 2020, WNYICC contracted with a large regional Medicare Advantage plan to provide a post-hospital discharge meal delivery benefit. WNYICC's program included providing hot home delivered meals, that could be medically-tailored, and a patient satisfaction survey. To implement this program, WNYICC coordinated with hospital discharge planners and received daily notification of health plan members admitted to area hospitals. WNYICC would then receive referrals for home-delivered meals for health plan members from hospital discharge planners. The success of this program has led to expansion discussions WNYICC and the health plan is planning to not only expand the meal benefit, but also add a chronic care management intervention for hospitalized members, add a social isolation/depression intervention for members, and include coverage of evidence-based health promotion programs.

CARE TRANSITIONS DURING COVID-19

During the COVID-19 Pandemic, WNYICC had to modify their procedures to protect their delivery partner staff and their clients from COVID-19 exposure. They worked with hospital discharge planners and the health plan servicing team to receive referrals of members admitted for an overnight stay. If the member was identified as COVID-19 positive upon discharge, the WNYICC administrative team would alert their network delivery partner that was assigned to complete a home-delivered meal of the elevated risk of COVID-19. In addition, their network of home-delivered meal providers screened all referred members at intake for COVID-19 and implemented universal COVID-19 precautions. Beyond identification and screening, the COVID-19 precautions included increased cleaning and sterilization activities. Food delivery protocols were also modified to a contactless delivery model. Using this contactless delivery protocol, the driver would contact the health plan member to secure an estimated delivery time. Upon arrival, the driver would ring their doorbell or call the member by phone to alert them that the meal delivery has arrived. The meal driver would place the meal on the porch by the door and then step back ten feet. The driver would remain at a 10-foot distance until the member opened the door and obtained the meal delivery. Once the driver confirmed the pick-up of the meal, the driver would document the exchange and prepare for the next delivery. The contactless meal delivery protocol will remain in place for the duration of the COVID-19 public health emergency.

WNYICC Mission Statement

Changing the Way Healthcare is Provided

Our regional service-provider network of community-based and governmental agencies produces better health outcomes and quality of life for older adults, people with disabilities and/or chronic conditions, and their caregivers by providing comprehensive, cost-effective, community-based integrated care.