



# NCCARE360

A New Tool for a Healthier North Carolina

**Taylor Justice**  
**President - Unite Us**



# Overview:

1. What is NCCARE360?
2. Joint Vision
3. NC Data Repository
4. Coordinated Network
5. Data, Impact, Outcomes



NCCARE360

# What is NCCARE360?

**NCCARE360** is the first statewide coordinated network that includes a robust data repository of shared resources and connects healthcare and human services providers together to collectively provide the opportunity for health to North Carolinians.

## NCCARE360 Partners:



Expound



NCDHHS



United Way  
of North Carolina



NCCARE360

## Vision:

1. Build a **system of health** that is focused on the person and helps them access the services and resources they need to be healthy.
2. Invest in both existing and new infrastructure to enable different types of organizations to connect people to health and social services in a way that makes the system more efficient.
3. Provide visibility and accountability to help bridge the gap between health care and social services.

Ours is a **Vision**, not just a product.

# Building a Healthier North Carolina

## Part of a Broader Statewide Framework

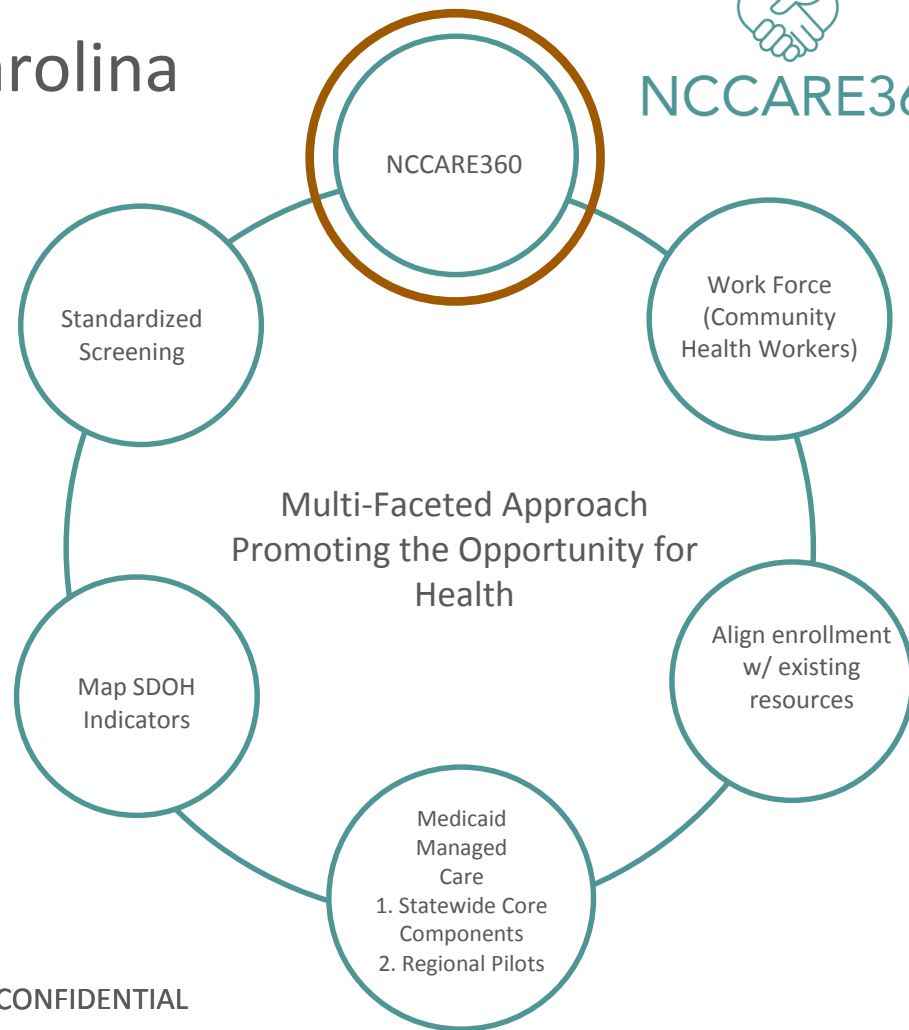


### The Problem:

*Connecting people to community resources is inconsistent, not coordinated, not secure, and not trackable.*

### The Solution:

1. Uniform system for providers, insurers, and community organizations to coordinate care, collaborate, and track progress and outcomes.
2. Tool to make it easier to connect people with the community resources they need to be healthy.
3. Track statewide, regional, and community – level data on service delivery and outcomes achieved.





# Three Partners

## Three Deliverables



- Text and Chat
- Dedicated navigators
- Data team verifying resources



- Intake and Referral
- Outcomes Platform
- Local agency engagement
- Outcomes Reporting
- Web Search and Site



Expound

- System Integration
- Data Repository
- Accepts and shares resources

# Your Community Resources in One Place



## **In Network**

*Organizations onboarded to the platform*

- Agree to NCCARE360 platform requirements
- Have completed training and on-boarding
- Responsibility to report outcomes

**Vs.**

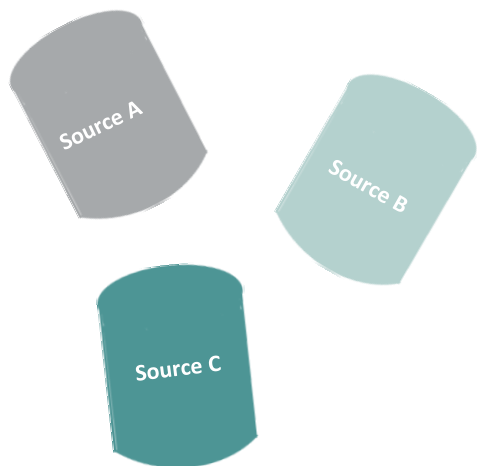
## **Out of Network**

*Organizations that have not been onboarded to the platform*

- Searchable and Identifiable
- Not part of the NCCARE360 platform yet
- Do not report outcomes
- Originally part of the NC 2-1-1 existing database or added to the repository by other organizations



# The Data Problem

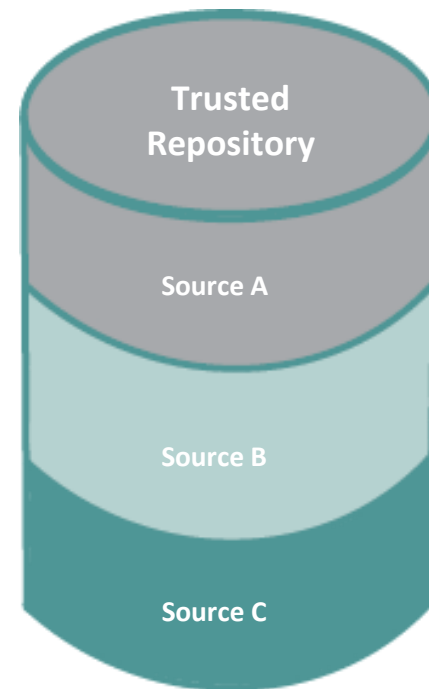


- Multiple Directories
- Multiple Vendors
- Proprietary Formats
- Non-Standardized content
- Unique ways to transmit data
- Hard to keep updated



- No Universally accepted schema
- No authoritative “aggregator”
- Industry incentivized to disaggregate
- No easy way for users to consume data
- Current way: technically complex & costly

## The Data Solution



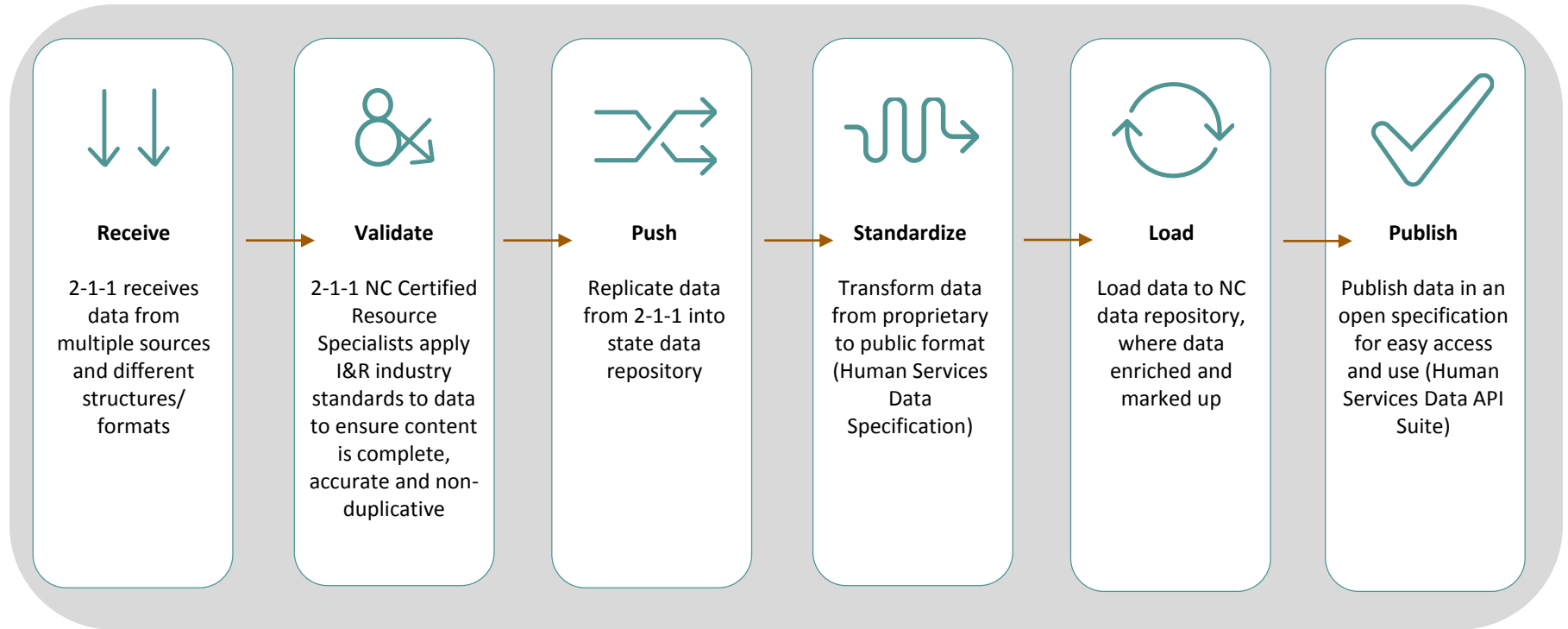


# The Data Solution

## North Carolina Data Repository



NCCARE360





# What is a Coordinated Network?

A **coordinated network** connects providers (such as health care providers, insurers, or community organizations) through a shared technology platform to:

- **Communicate** in real-time
- Make **electronic referrals**
- Securely share client information
- Track **outcomes together**



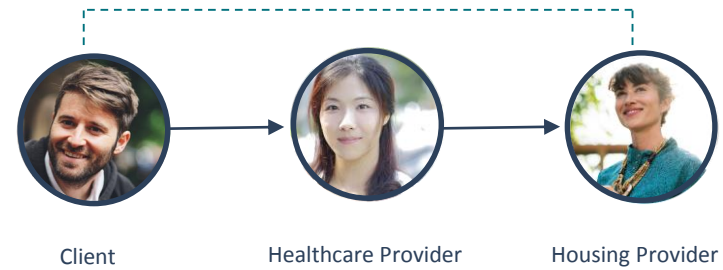
# Coordination Platform at work

Improving coordination efficiency and accuracy

## Traditional Referral



## Through NCCARE360



- ✗ Service provider cannot always exchange PII or PHI via a secure method
- ✗ Limited prescreening for eligibility, capacity, or geography
- ✗ Onus is usually on the client to reach the organization to which he/she was referred
- ✗ Service providers have limited insight or feedback loop
- ✗ Client data is siloed & transactional data is not tracked

- ✓ All information is stored and transferred on HIPAA compliant platform
- ✓ Client is matched with the provider for which he/she qualifies
- ✓ Client's information is captured once and shared on his/her behalf
- ✓ Service providers have insight into the entire client journey
- ✓ Longitudinal data is tracked to allow for informed decision making by community care teams

# Network Model: No Wrong Door Approach

## Understanding Referral Workflows



# From Hello to Outcome, You are Connected

Automated workflows between your external partners at scale



The screenshot displays the NCCARE360 user interface. At the top, there is a navigation bar with 'Dashboard', 'Clients', 'Reports', and 'My Networks'. The main area shows a patient profile for Jane Smith with a 'CONSENT ACCEPTED' status. Below the profile is a 'Records' table with columns for SERVICE, TYPE, CREATED, ASSIGNED TO, and STATUS. The table lists several records for Clothing, Employment, Food, Legal, and Benefits. To the right, a 'Timeline' section shows a detailed view of a record for 'AWP Clothing & Housing Goods' dated JAN 16, 2018. This view includes a form with dropdown menus for 'WHO REFERRED THIS CLIENT TO AWP?', 'WHEN WAS THIS CLIENT REFERRED TO AWP?', 'WHAT NEEDS DOES CLIENT PRESENT?', 'IS CLIENT INTERESTED IN A CLOTHING', and 'HAS CLIENT SOUGHT CLOTHING SERVICES FROM ANY ORGANIZATION IN THE COMMUNITY?'. It also shows a 'Resolution: Resolved' with an 'Outcome: Employed' and an 'Exit Date: 1/14/2018'. A 'Forms' section at the bottom left lists various assessment forms like 'NC Serves Clothing Assessment' and 'NC Serves Employment Assessment'.

## Configurable Screening:

Patient and/or provider facing algorithmic screenings to stratify risk and identify specific co-occurring needs

## Electronic Referral Management:

Seamless referral workflow sends the right data to the right provider(s) to address specific needs

## Assessment/Care Plan Management:

Custom care plans for each service need that are attached to referrals so receiving providers get a head start

## Bi-Directional Communication/Alerts:

Automated notifications keep all organizations up to date, while care team members can securely communicate with each other

## Outcomes:

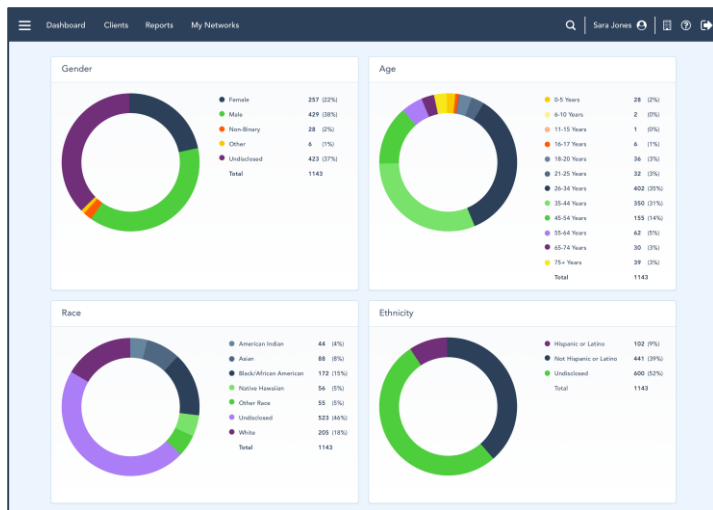
You get to know exactly what services were delivered, and the entire history for every intervention by your external partners



# The Data You Need

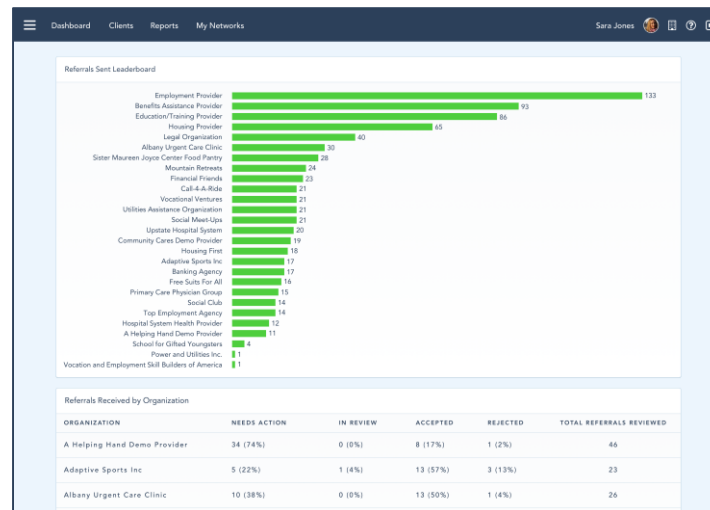
## Real-time reporting of outcomes, impact, performance & efficiency

### Patient Level Coordination and Tracking



Patient Demographics, Patient Access Points, Service Delivery History, Outcome Breakdowns

### Network Level Transparency & Accountability



Service Episode history (Longitudinal), Referrals Created, Received by, Structured Patient Outcomes for each specific need addressed



# Configurable & Structured Reporting

Granular and detailed outcomes for every type of service

## Employment Service Type Example

Close Case

Is Resolved? \*

Resolved

Outcome \*

Select...

- Client Self-Resolved
- Referred out of Network
- Received Information
- Employed Part Time
- Employed Full Time
- Received Job Training
- Received Job Counseling/Coaching

Exit Date \*

07-07-2017

CANCEL CLOSE CASE



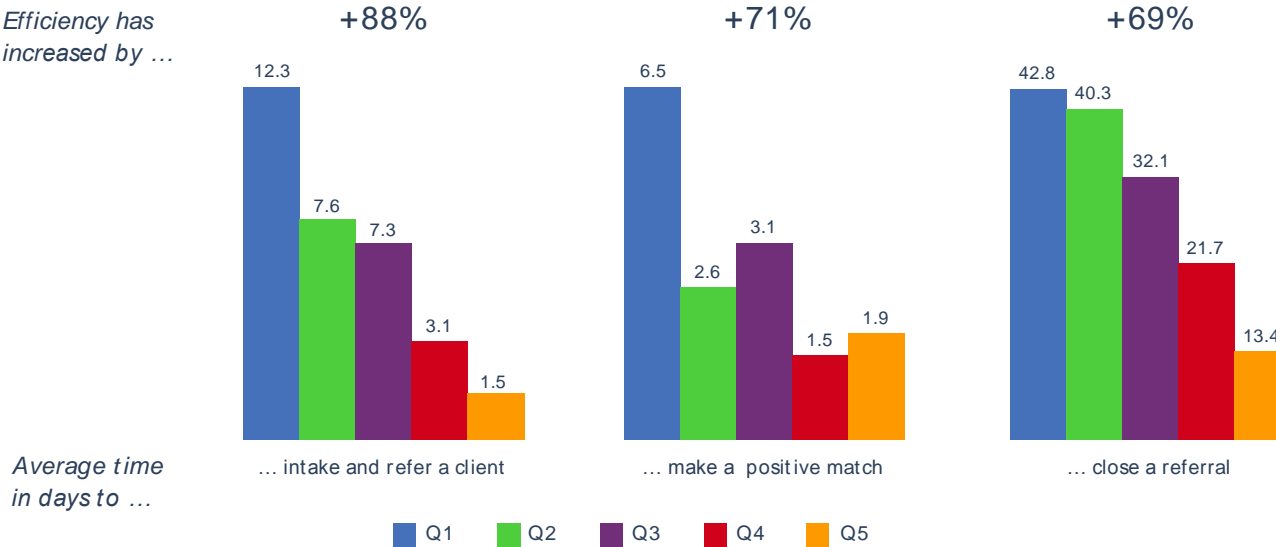
# Improved Efficiency in North Carolina

Accelerating intake, referral, and closing the loop

IN CHARLOTTE, NC

Year 1 Quarter: All Services

Efficiency has increased by ...



Data from a Coordinated Network in Charlotte, NC (Powered by Unite Us)



# Architecture supporting all systems

Unite Us integrates with other platforms ensuring seamless workflows



2-1-1



Used by +50%  
National 2-1-1  
Market

EHRs



App Orchard  
&  
Health Planet Team

Community



Various tools used  
in the community

VA



Kiosks in VAMCs

# Fully Integrated into EHRs

Creating a Seamless Experience



NCCARE360

The screenshot displays the Epic EHR interface for a patient named Glen Atwood. The main window is titled 'Unite Us' and shows the 'Create Referral' process. The patient's information includes: Male, 50 y.o., 9/29/1967, Primary Prob: Community acquired pneumonia (Principal Hospital Problem), Allergies: Ace Inhibitors, Code: FULL. The referral process is shown in a multi-step view: 1. Search Records, 2. Contact information, 3. Add Referral, and 4. Review Referral. The 'Add Referral' step is active, showing a 'Referral' form with the following fields: 'SENDING NETWORK' set to 'Developer Playground [DEVS ONLY]', 'SERVICE TYPE' (empty), and 'REFERRAL DESCRIPTION' (empty). A checkbox for 'Refer To Another Network' is present. Below the form is a table for 'DOCUMENTS' with columns for 'FILE NAME', 'UPLOADED BY', and 'DATE MODIFIED'. The interface also includes a sidebar with navigation options like 'Chart Review', 'Synopsis', and 'Intake/Output', and a footer with the text 'PAT COOPER' and '© 2018 Epic Systems Corporation. Confidential. 5:14 PM'.

PROPRIETARY & CONFIDENTIAL