

Social Care: The Future of Health Equity



Definitions: A brief overview

Social Determinants of Health

The conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks (USDHHS).

Social Care Clinicians

Interdisciplinary professionals who screen and assess social drivers of health through empathetic engagement. Our clinicians provide support, education, information and referrals to assist in closing gaps in care.

ICD-10

International Classification of Diseases, 10th edition. Universal language and coding used to classify a client's diagnosis. This code can be used to bill for services and track health and disease trends.

Z-Codes

A set of ICD-10-CM codes used to report social, economic, and environmental determinants known to affect health and health-related outcomes (CMS).

Definition: Z codes

Z code

Categories

Z55 - Problems related to education and literacy

Z56 - Problems related to employment and unemployment

Z57 - Occupational exposure to risk factors

Z58 - Problems related to physical environment

Z59 - Problems related to housing and economic circumstances

Z60 - Problems related to social environment

Z62 - Problems related to upbringing

Z63 - Other problems related to primary support group, including family circumstances

Z64 - Problems related to certain psychosocial circumstances

Z65 - Problems related to other psychosocial circumstances

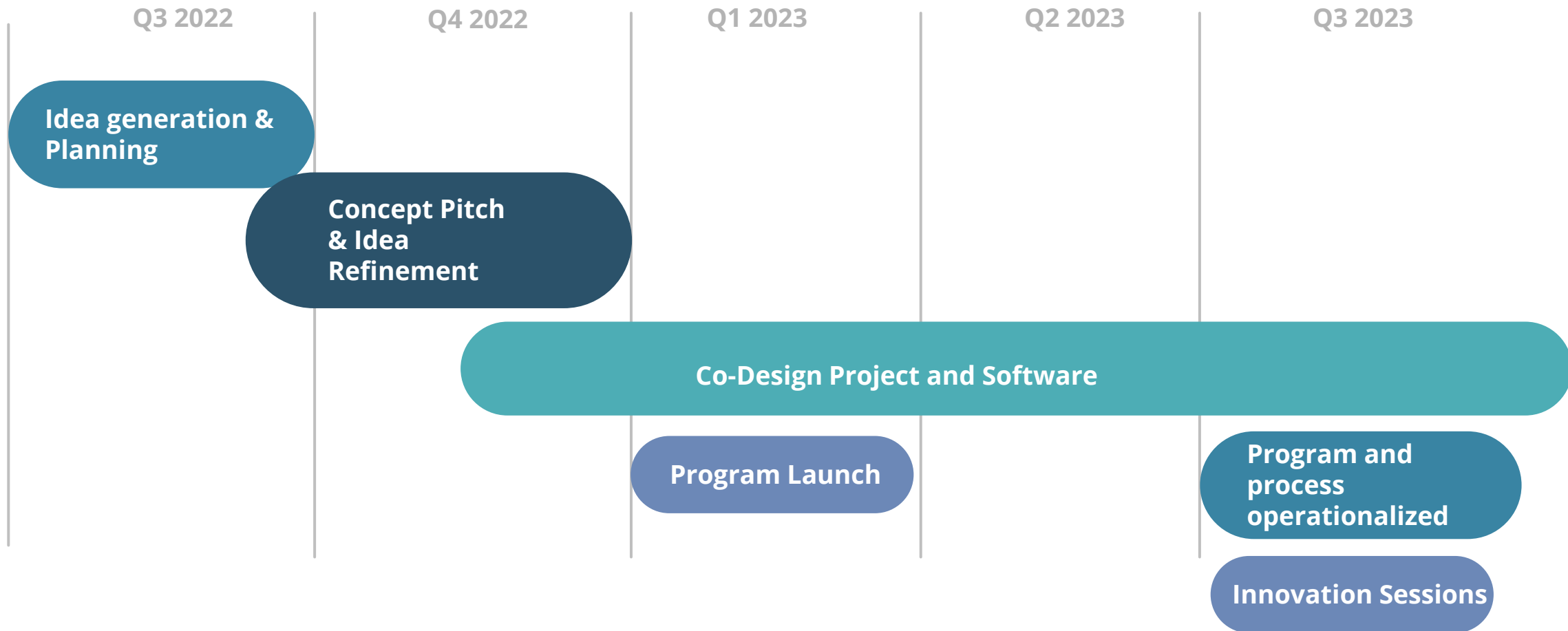
This list is subject to revisions and additions to improve alignment with SDOH data elements.

What's The Big Idea?

Social Care: The Future of Health Equity *COAAA SDoH Accelerator Program*



Program Development Timeline



Interdisciplinary Team



**Director Of
Clinical
Innovation**

**Melissa
Gualtieri,
BSN RN**



**Clinical
Manager**

**Lisa
Castro,
MSW, LSW**

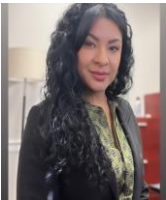


Supervisor

**Bruce
Rhodeback,
LSW**



**Linda Davis,
RN**



**Arcelia
Herrera, CHW**



**Amy
Slocum, RN**



**Tammie Koetz,
RN**

Our Process

SDOH referrals

Referrals through contracts or internal case managers;
Population and priorities customizable

SDOH screening

Outbound calls and engagement with
COAAA Social Care Clinicians

Assignment of Z codes

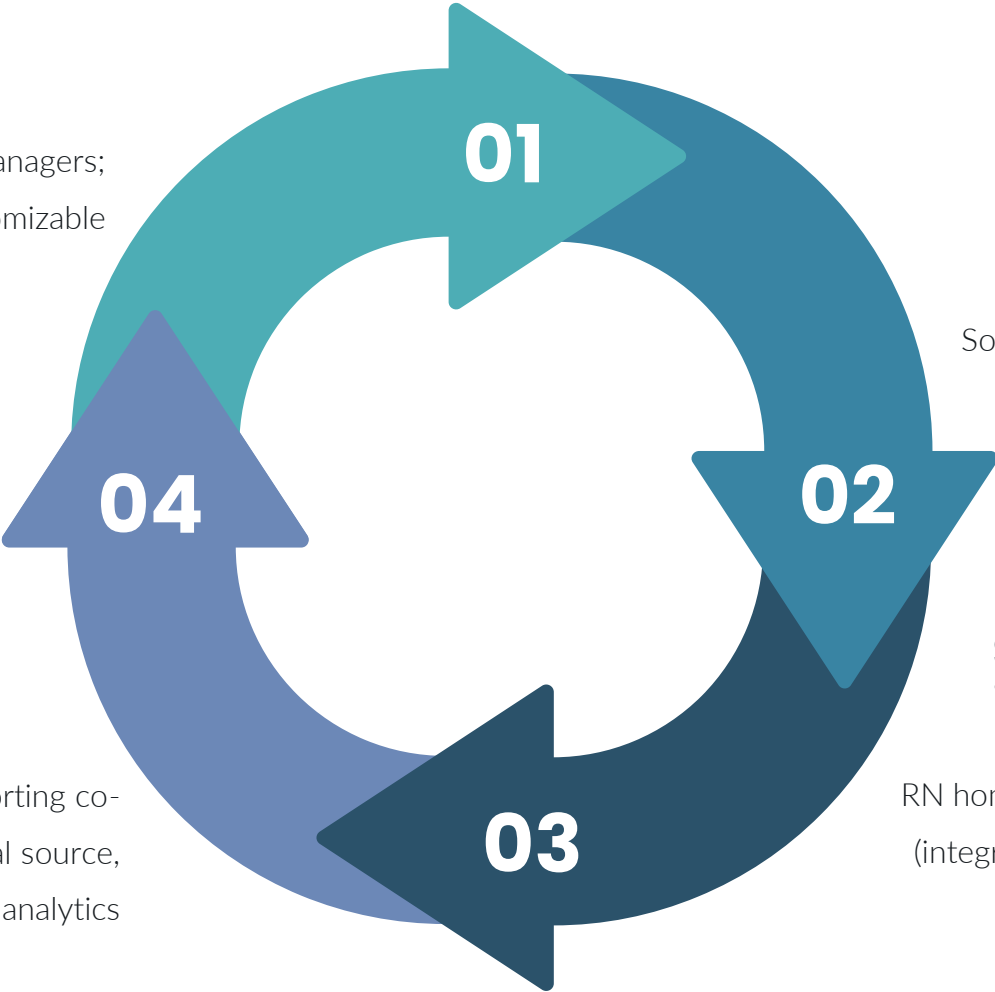
Software and tool fully integrated to assign z codes and
prompt additional measurement tools as needed

Documentation, data, and closing the loop

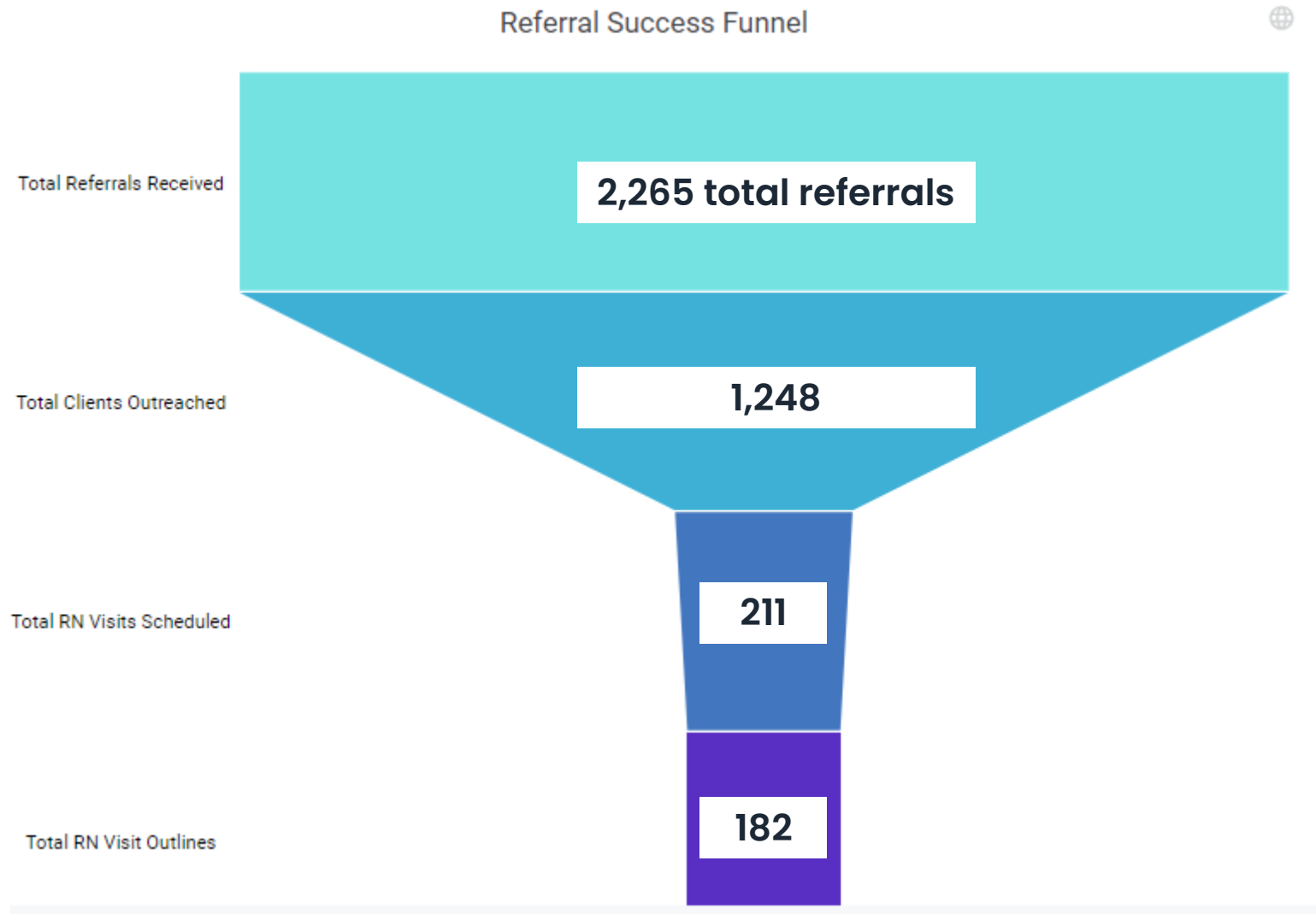
RN, CHW, SW documentation, data analysis and reporting co-
designed into software, close the loop with referral source,
monitor population and predictive analytics

Schedule Home Visit and/or interventions

RN home visits, CHW interventions, and pre/post measures
(integrated into software system) deployed during this step



Early findings

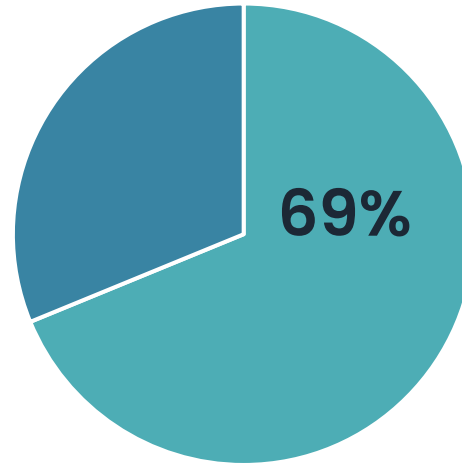


Early findings

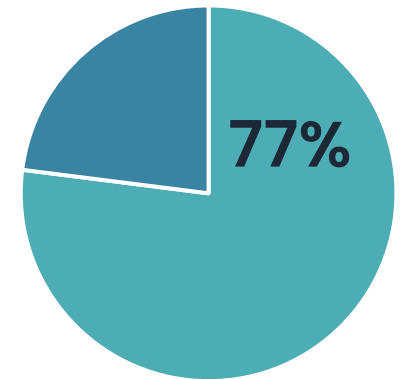
Z code assignment=SDOH need



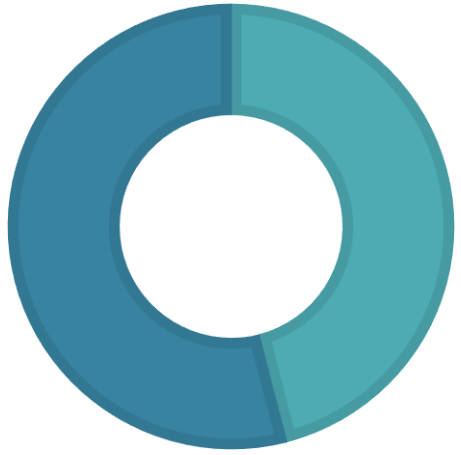
Of those screened, 69% had at least one z code assigned



Of those with one z code assignment, 77% had two or more z codes assigned



Most prevalent needs identified through screenings



46%
Housing



43%
Food



36%
**Social
Support**



27%
**Behavioral
Health**

Innovation Sessions



**Behavioral
Health**



**Pets & Social
Connection**

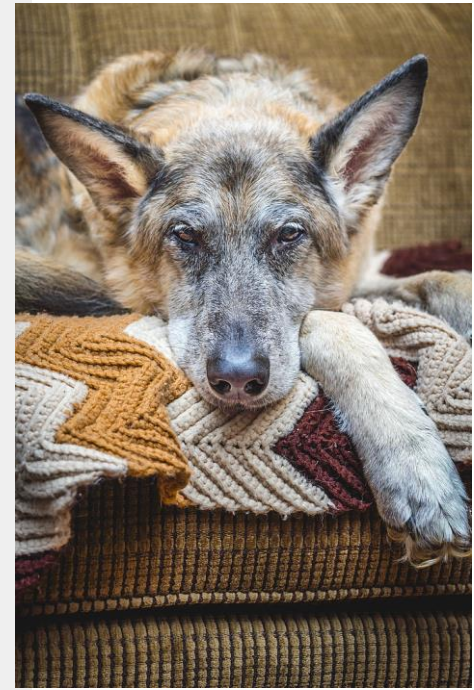


Transportation

COAAA



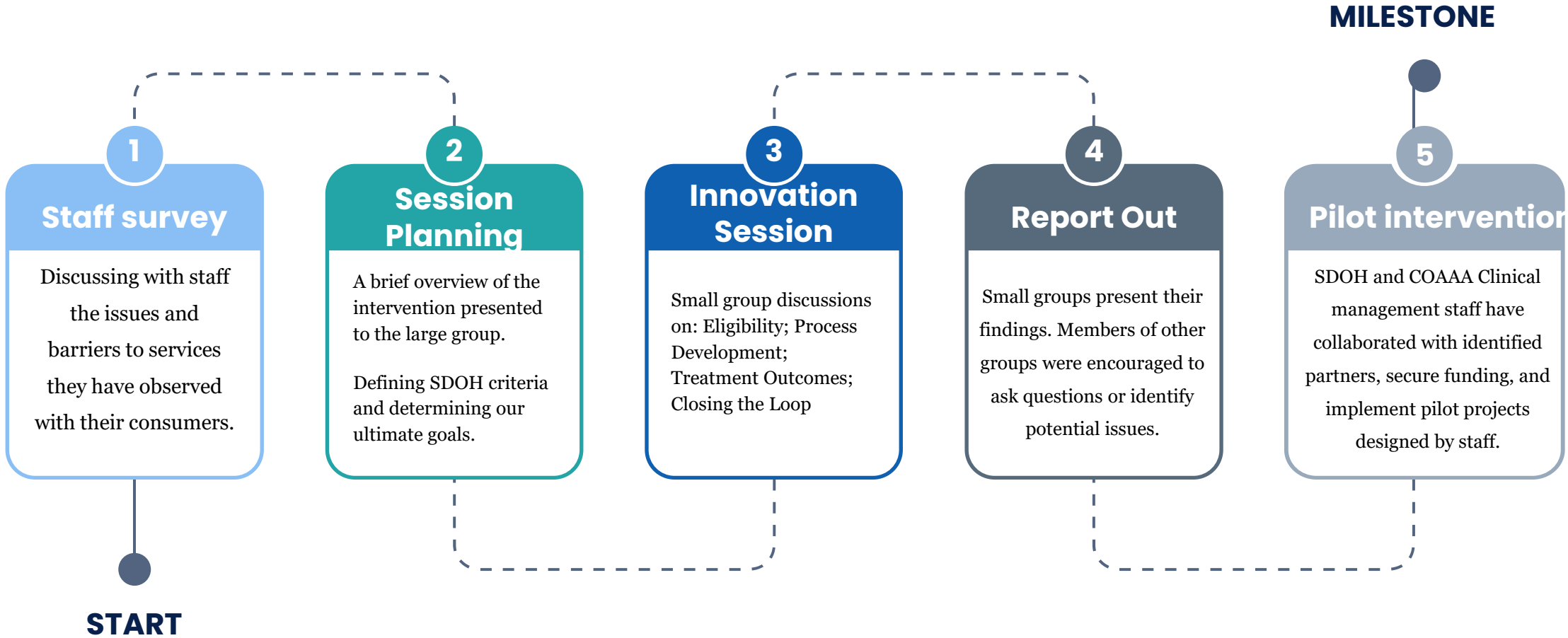
Behavioral
Health
Intervention



Turning Ideas
into reality!



Innovation Sessions



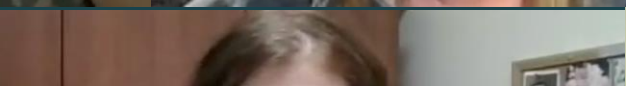
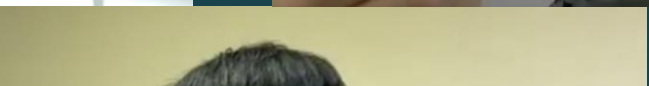
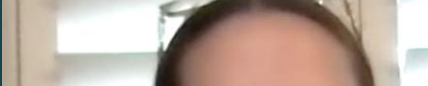
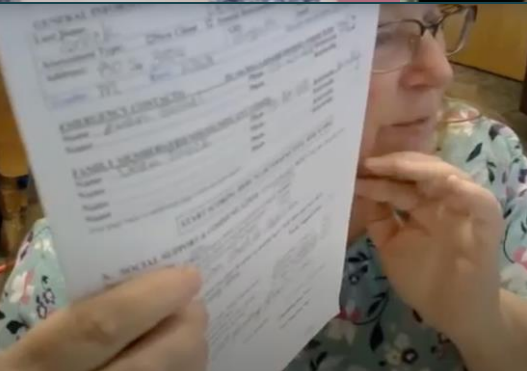
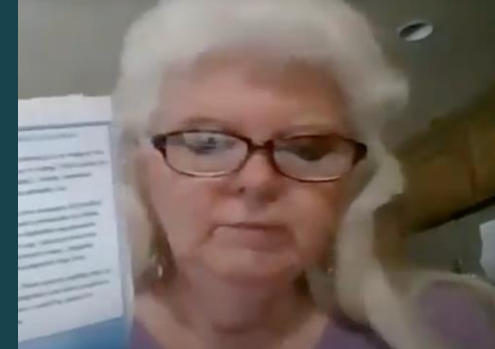
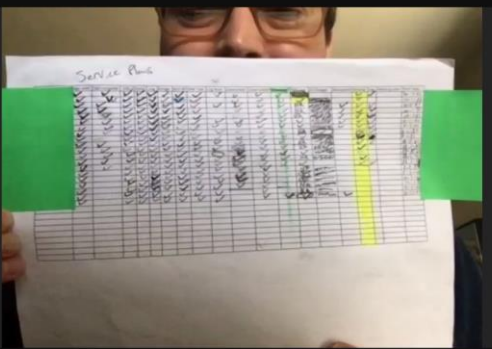
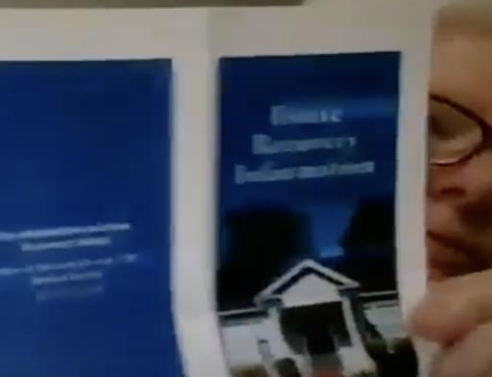


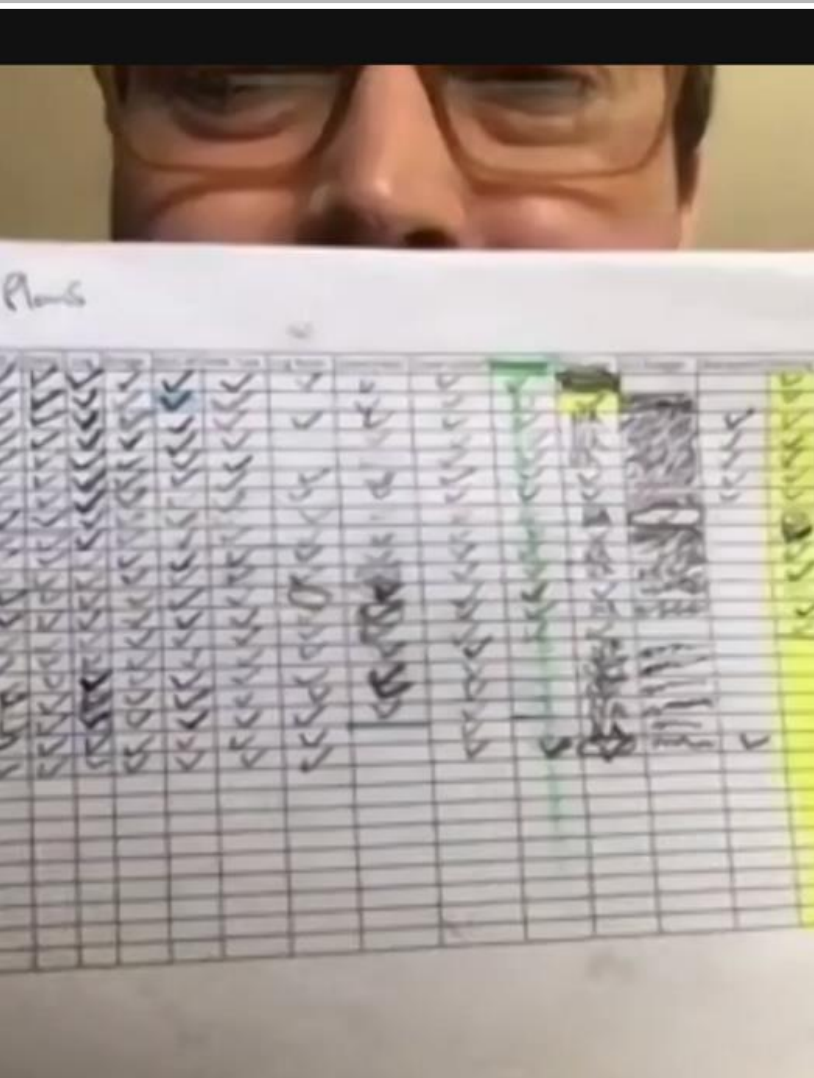
Mon Ami

A modern client database, with so much more.

Designed for
aging & disability service providers

Thousands of hours of user research and co-design with agency staff across the country





| | H | I | J |
|----------------|---|---------------|----------------|
| Volunteer Name | | Week of Jan 4 | Week of Jan 11 |
| Ted | | 8 hours | 9 hours |
| Allison | | 5.6 hours | 8.5 |
| Susan | | 5.5 hours | 8.5 |
| Mary | | 8 hours | 8.5 |
| Tim | | 9 hours | 7.5 |
| Jay | | 4 | 2 |
| Heather | | 5 | 4 |
| Mark | | 2 | 6 |
| Amanda | | 7 hours | 2 |
| Jenny | | 8 hours | 8 |
| | | 17 hours | 8.5 |

MY DASHBOARD CONS...

Only works on Internet Explorer

| Name | Address |
|----------------|----------------------|
| John Smith | 123 Main St. |
| Mary Jones | 4050 N. Mountain Dr. |
| April Billings | 1 Hollywood Blvd. |
| Robert Basket | 98 Southern Pine Rd. |

Home Page

60% wasted time: clunky, non-intuitive
inefficient pen & paper systems, error-prone excel sheets, and legacy tech

| | | |
|--|----------|-----|
| | 17 hours | 8.5 |
|--|----------|-----|

Question Prompt Yes

Assessment Form

16

| Cases opened/complaints | Opened cases closed/% | days to close(Cases)/average days to close(Complaints) | Complaints (#/%) | Partially/ Fully Resolved | Not Resolved | Withdrawn / No Action |
|-------------------------|-----------------------|--|------------------|---------------------------|--------------|-----------------------|
| 22 / 322 | 268 / 89% | 312 / 312 / 40 / 26 | 187 / 59.94% | | | |
| 71 / 71 | 64 / 90% | 68 / 68 / 30 / 25 | 22 / 32.35% | | | |
| 71 / 171 | 154 / 90% | 166 / 166 / 48 / 33 | 93 / 56.02% | | | |
| 31 / 131 | 102 / 77% | 110 / 110 / 48 / 41 | 61 / 55.45% | | | |
| 73 / 373 | 305 / 81% | 327 / 327 / 38 / 29 | 147 / 44.95% | | | |
| 17 / 1068 | 913 / 81% | 895 / 983 / 41 / 30 | 510 / 51.88% | 691 / 70.30% | 76 / 7.93% | 214 / 21.77% |
| 93 / 93 | 85 / 91% | 85 / 85 / 18 / 16 | 79 / 92.94% | 80 / 94.12% | 3 / 3.53% | 2 / 2.35% |
| 9 / 9 | 6 / 66% | 6 / 6 / 42 / 36 | 6 / 100.00% | 4 / 66.67% | | |
| 7 / 7 | 7 / 100% | 7 / 7 / 31 / 19 | 7 / 100.00% | 7 / 100.00% | | |
| 09 / 109 | 98 / 100% | 98 / 98 / 20 / 18 | 92 / 93.88% | 91 / 92.84% | | |
| 11 / 11 | 7 / 63% | 7 / 7 / 30 / 27 | 3 / 42.86% | 4 / 57.14% | | |
| 8 / 8 | 7 / 87% | 8 / 8 / 41 / 25 | 6 / 75.00% | 7 / 87.50% | | |
| 88 / 288 | 248 / 86% | 260 / 260 / 35 / 27 | 226 / 86.92% | 219 / 84.2% | | |
| 12 / 12 | 12 / 100% | 15 / 15 / 22 / 16 | 10 / 66.67% | 9 / 60.00% | | |
| 19 / 319 | 274 / 100% | 290 / 290 / 34 / 27 | 245 / 84.48% | 239 / 82.4% | | |
| 28 / 28 | | | | | | |
| 40 / 40 | | | | | | |
| 95 / 95 | | | | | | |
| 72 / 72 | 70 / 97% | 71 / 71 / 8 / 9 | 67 / 94.37% | 67 / 94.3% | | |

Please wait while the document is being processed.

Export

File Format:
 Crystal Reports (RPT)

Page Range:
 All Pages
 Select Pages

From:

IMPOSSIBLE to get data and reporting
Only one person knows how; and it's a a PDF report; etc.

Designing for frontline staff

- Focused on ease of use
- Intuitive interfaces
- Co-designing around your workflows

The screenshot displays the MonAmi interface for a client profile. The left sidebar contains navigation options like 'My Work', 'My Tasks', 'My Clients', 'Programs', 'Screenings', 'Aging Waiver', 'Nutrition', 'Dashboard', 'Clients', 'Volunteers', 'Home Delivered', 'Congregate', 'Friendly Calling', 'Events', 'Tools', 'Texts', 'Clients', 'Volunteers', and 'Reimburse'. The main content area shows the client's profile with contact information and a 'Care Management' tab. Below this, the 'Current Plan' details are shown, including status, start/end dates, and review dates. At the bottom, a table lists 'Care Management Services' with columns for Service Name, Amount+Frequency, Start Date, End Date, Provider, Unit Rate, Status, Funding Source, and Est. Monthly Cost.

MonAmi

Search

Josiah "Ashly" Pacocha
12/2/1933 (age: 89) ● ACTIVE
id: ami-f0bf991b

(707) 551-8655
joy+elissa@monami.io
(residential) 614 Everett Ave. Palo Alto CA 94301
Emergency: Marvel "Janita" Collins (Proxy, Son)

Activity Notes Profile Programs **Care Management** Contacts Documents

Care Plan See all care plans Active New Care Plan View/Download

Current Plan (5/8/2023-5/31/2024) ^

| | | | |
|--------------------------|------------------------|------------------------|---|
| Status | Active | Client Signature | ✓ |
| Start date | 5/8/2023 | Case Manager Signature | ✓ |
| End date | 5/31/2024 | | |
| Type | Initial | | |
| Quarterly Review date | 3. Aug, 6. Nov, 9. Feb | | |
| Annual Review date | May 2024 | | |
| Physician | - | | |
| Advanced Directive POLST | No | | |
| Medical Diagnoses | - | | |

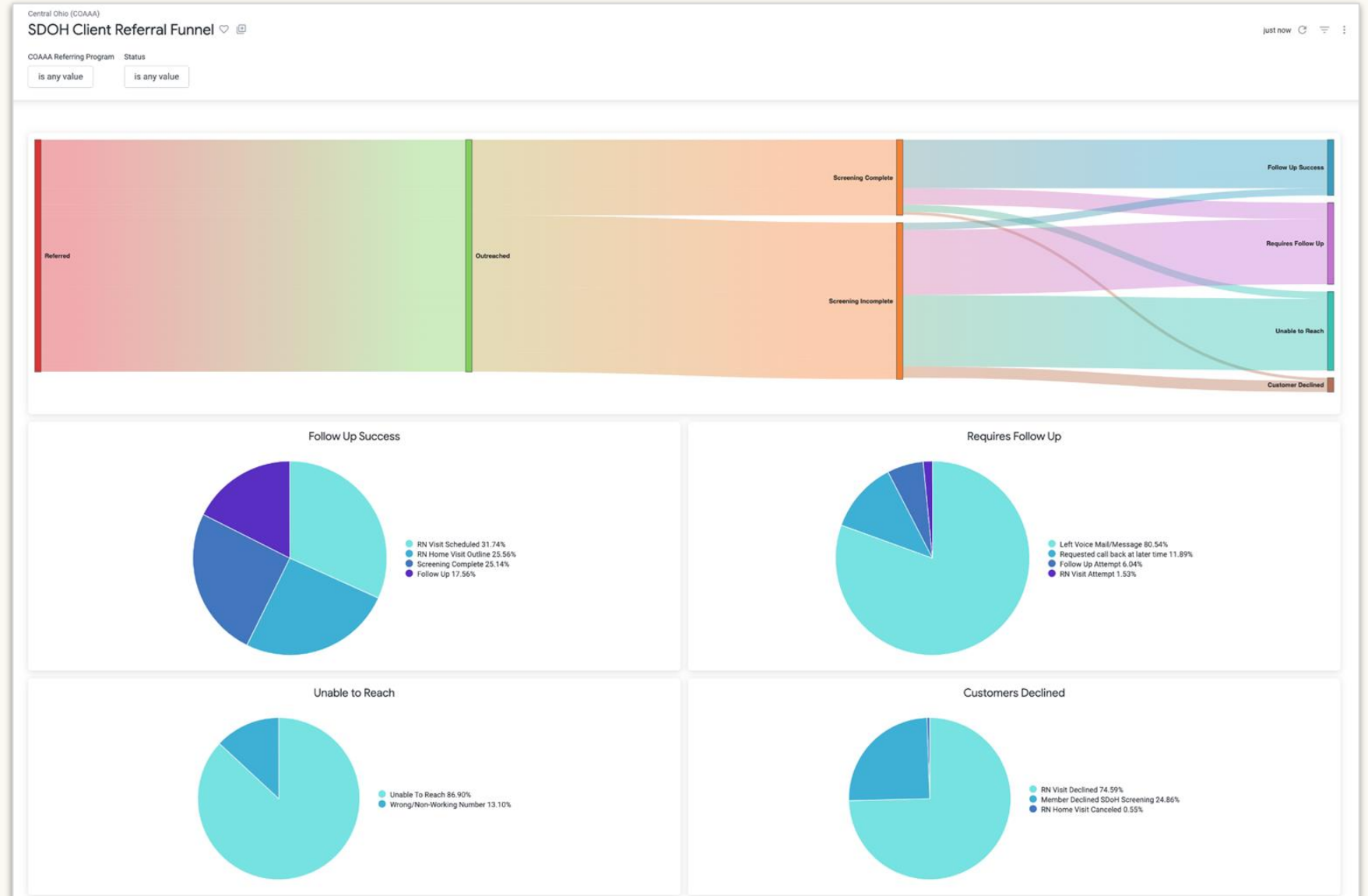
[Edit care plan details](#)

Care Management Services ^ Add

| SERVICE NAME | AMOUNT+FREQUENCY | START DATE | END DATE | PROVIDER | UNIT RATE | STATUS | FUNDING SOURCE | EST. MONTHLY COST |
|-------------------------|------------------|------------|----------|-----------------|-----------|---------------------------|----------------|-------------------|
| Assisted Transportation | 1 trip monthly | 5/8/2023 | 5/9/2024 | Erdman-Friesen | \$21.00 | Waiting provider approval | Aetna 312 | \$21.00 |
| Home Delivered Meals | 3 meals weekly | 5/9/2023 | 5/8/2024 | Meals on Wheels | \$7.00 | Waiting provider approval | Aetna 312 | \$84.00 |

Robust reporting to showcase operations and outcomes

- Dashboards
- Customizable reports
- Analytics support



Questions?



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