

Transforming Silos Into People-First Systems

HOT ISSUES
IN HEALTH
#HIHC23

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Your Field Guides

Nina Bianchi

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Key Takeaways



People are struggling to navigate the silos in our current systems of care



We must work together to design people-first systems that prioritize people's needs and experiences



Journey mapping is a tool to help create people-first systems that promote health equity

Current Challenges

“There was no clear process, it was disjointed, not comprehensive ... I had some amazing care coordinators, but it was far more complicated and stressful than it needed to be.”

“You come to a point when you’re tired of being tired ... when you have the right support, it’s not hard to get better.”

Journey Mapping to Our Future State

- Holistic, **visual representation** to show a **person's experience** through care, delivering or receiving services, or other benefits
- Bring experts **together to improve** and accelerate shared understanding of complex problems and **solutions**



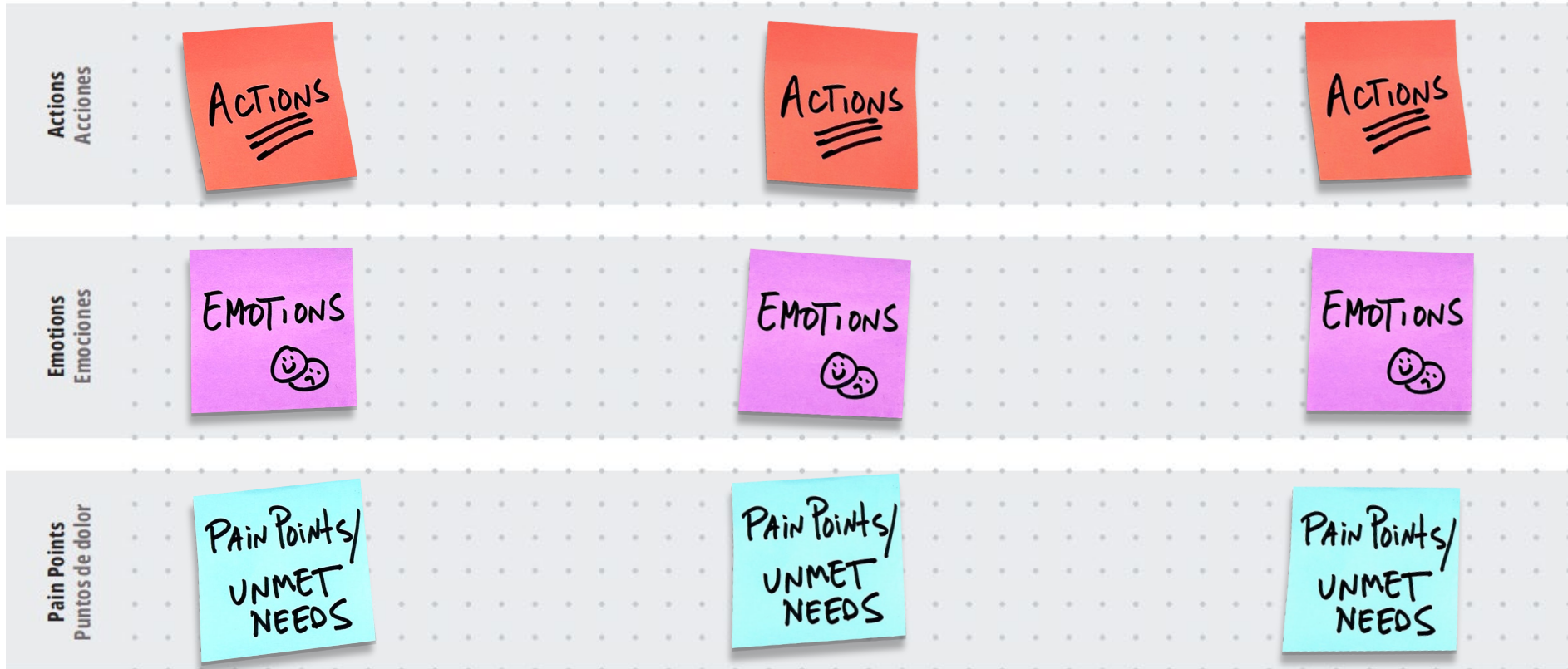
U.S. Department
of Veterans Affairs



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What is Rebecca's journey to get a COVID vaccine? ¿Cuál es el camino de Rebecca para recibir la vacuna COVID?



Before Antes

During Durante

After Despues

Opening our Mindsets



Roadmap for Your Journeys

1. Follow your guides who will lead you into your groups
2. Listen to the story that your guide reads to you
3. Use this story to complete your person's journey map
4. Come back together in 20 minutes to share about your journeys

It's Time to Journey...

We'll see you back in 20 minutes.



Taking Steps Forward

- What shifted in **your thinking** about how we deliver and access care and services?
- What's one **action** you'd like to take in response to this new way of thinking?



Dispatches from the Real World



**Stephanie
Pugliese**

Director



OeHI

Office of eHealth Innovation

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Centering Health Technology Around Coloradans

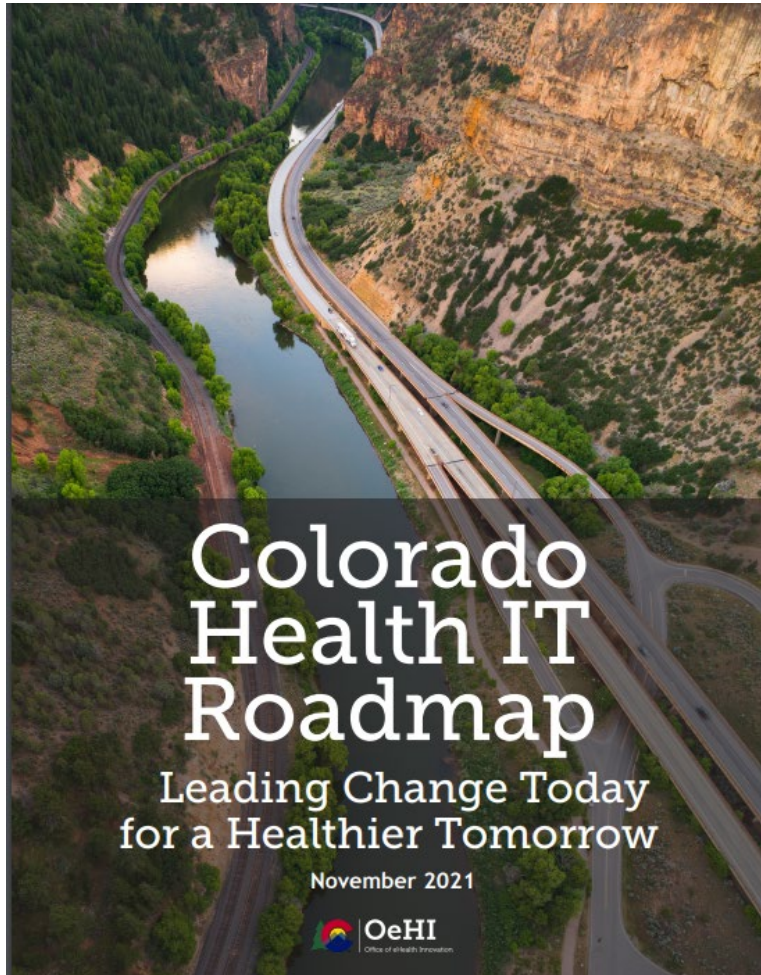
December 1, 2023



Background

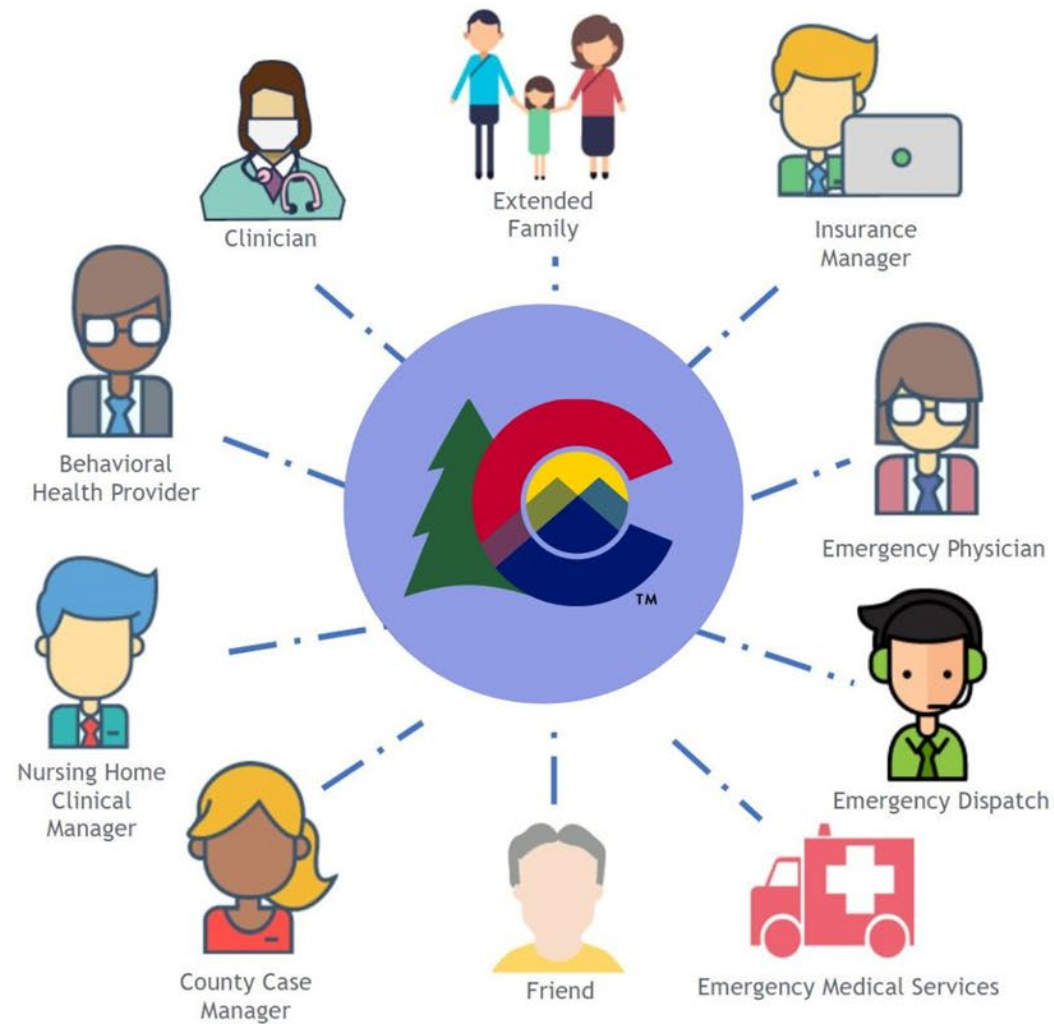
- OeHI and eHealth Commission established through SB15-008
- Located in Lt. Governor's Office
- Work closely with Medicaid on innovation efforts
- Refocused efforts toward health equity, rural health, and telehealth in 2021
- Our vision is to advance health equity and reduce health disparities through coordinated health information technology policies, funding, and technology in Colorado

Colorado's 2021 Health IT Roadmap

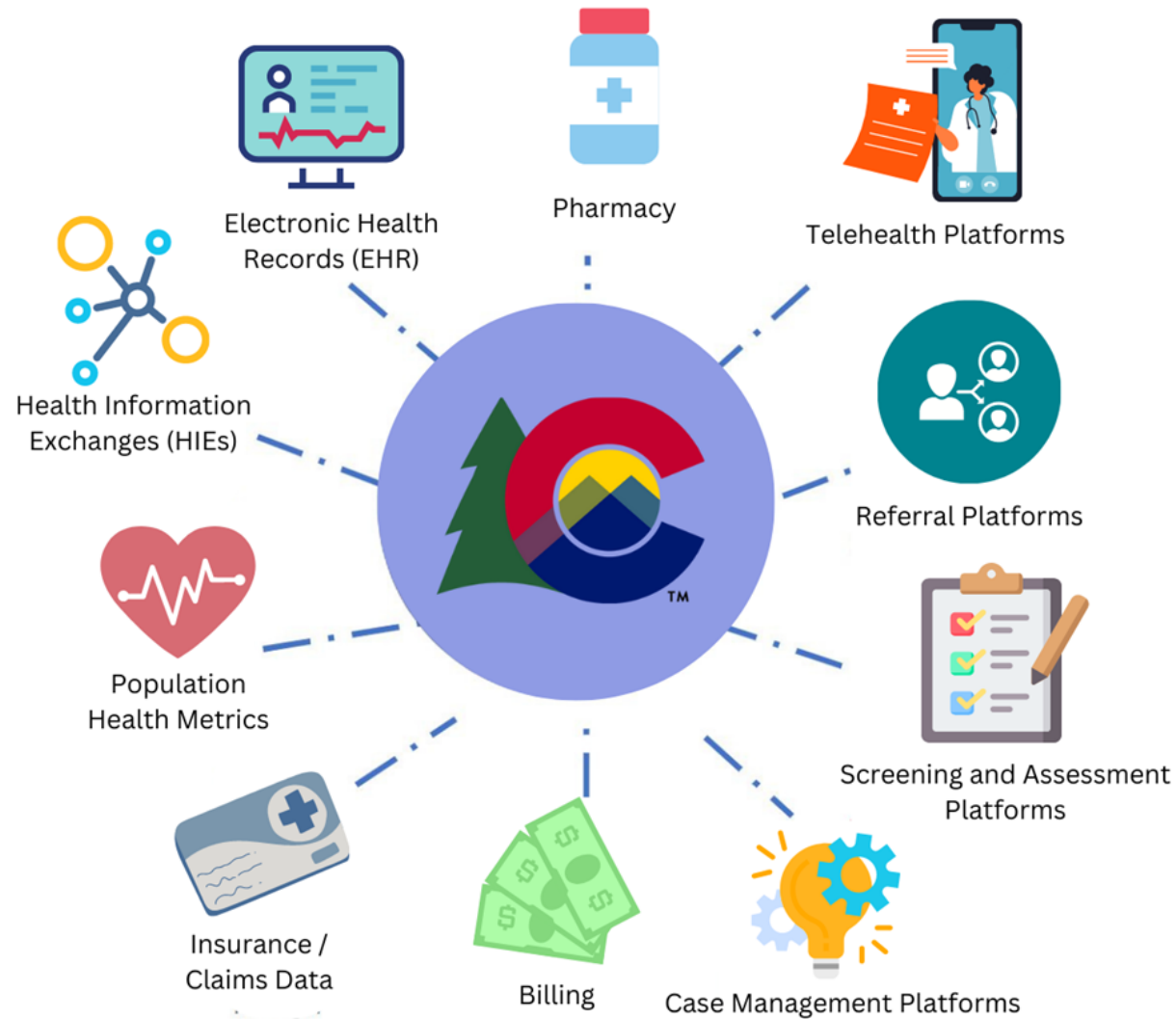


1. Coloradans, providers, payers, community partners, state, local, and Tribal agencies share data and have **equitable access** to needed health and social information.
2. Coloradans access high-quality in-person, virtual, and remote **health services that are coordinated** through information and technology systems.
3. Colorado **improves health equity** through the inclusive and innovative use of trusted health IT and digital health solutions.

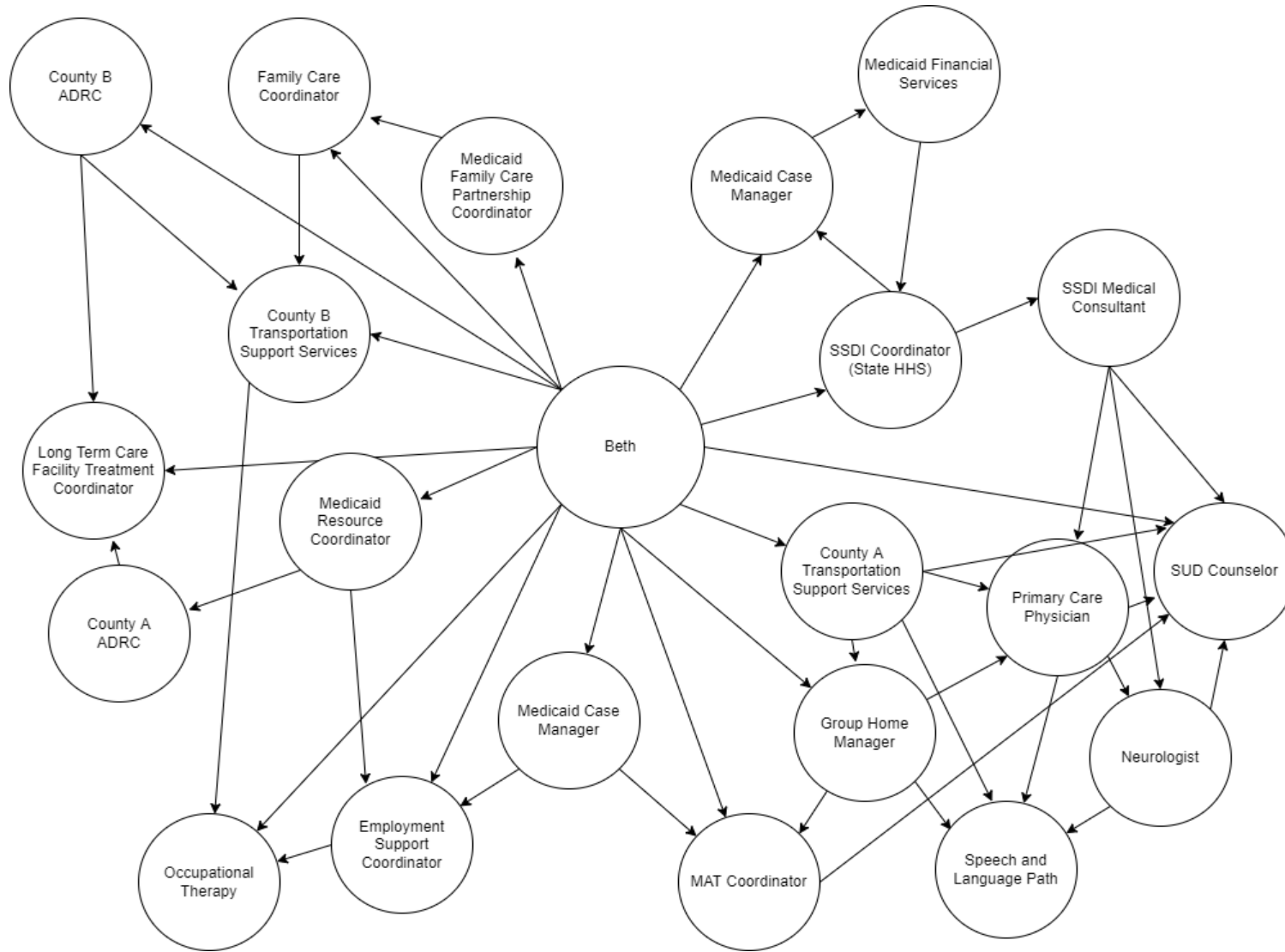
Patient Experience



Provider Experience



Current State



Data silos
disempower
providers and
people.

Social Health Information Exchange

Goals:

- Providers stay in their preferred system
- Reduced duplication of screenings
- Reduced burden of social care delivery
- Support, expand current related efforts underway in communities
- Shared infrastructure and leadership for shared challenges



SHIE Client Story & Challenges



VANESSA

VANESSA'S STORY

Vanessa lives with a roommate in Fort Collins. Since Vanessa recently lost her job, she is struggling to pay her bills and buy affordable, nutritious foods. She experiences **food insecurity**.

Vanessa also has unreliable access to the Internet and technology, which makes it difficult for her to find and apply for new jobs online. This **lack of digital access** means that Vanessa has a hard time navigating systems that are all online, such as job applications and medical portals.

ABOUT VANESSA

- 42 year old white female currently living in Fort Collins, CO
- Recently lost her job and is struggling financially
- Looking for a food bank
- Lives with and shares a laptop with a roommate
- Diagnosed with depression and substance use disorder (SUD)
- Does not like or regularly use technology
- Enrolled in Medicaid

VANESSA'S GOALS / NEEDS

- Have reliable Internet access, and someone I can go to for help with technology
- Treat my depression and SUD
- Have access to affordable, nutritious foods
- I want my personal health information to stay protected; I do not want my data, especially my SUD information, to be shared with unwanted providers or potential employers

VANESSA'S CHALLENGES / FRUSTRATIONS

- Hard to find care services when I don't have my own technology device or reliable Internet access
- Hard to know what care services I am eligible for
- I don't fully trust technology, and I don't understand how to use it
- Hard to navigate the health system on my own

SHIE NETWORK SOLUTION

- I am able to get connected with services for myself through one point of contact
- Because my physical, behavioral, and social health needs were all accessible to the right providers, I was able to enroll in services without a long intake process and without repeating my needs over and over again
- Since my care coordinator knew about my hesitation to use technology, she was able to connect me with a digital navigator program. They are helping me set up online accounts so I can use telehealth and other online services.

SHIE Coordinator Story & Challenges



CAROLINE

Medicaid care coordinator

Assigned to Vanessa

CAROLINE'S GOALS / NEEDS

- Efficiently connect clients to the health services they want and need to thrive
- Save time so I can work with additional clients in more depth

CAROLINE'S CHALLENGES/ FRUSTRATIONS

- Many of my workflows are very manual; I have to call multiple community organizations to find the right service to meet my clients' needs, which takes a lot of time and energy
- We work in multiple systems, so I spend a lot of time on administrative tasks and documentation
- It is very intensive to find resources for my clients if I do not already know about them

SHIE NETWORK SOLUTION

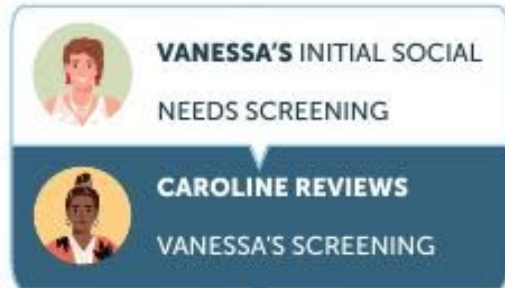
- My referrals process is digitized, so I can easily tell what my clients are eligible for, and I can trust that the organization on the other end of the referral can see that I'm sending clients to them
- I can keep track of screenings, so I can spend more time coordinating my clients' care and less time documenting screenings
- I have a more comprehensive view of what resources are available in my community

SHIE-Coordinated Journey

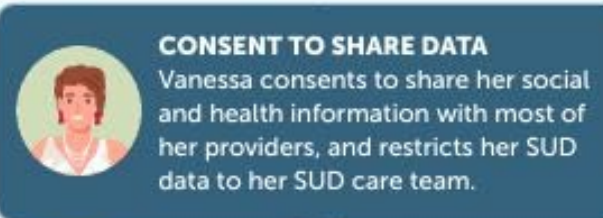
ENROLLMENT & SCREENING



Vanessa enrolls in Medicaid and is automatically assigned to Caroline



ASSESSMENT & PLANNING

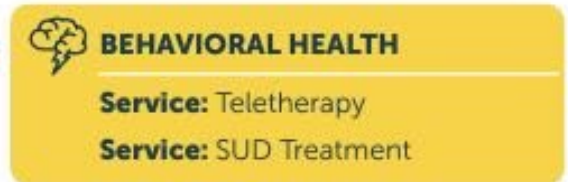


REFERRALS TO SERVICES

Referral



Referral



Referral



SYSTEM-LEVEL IMPACT

Improved access to health services • Increased affordability of services • Increased equity

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- [Subscribe](#) to our newsletter, follow us on [Twitter/X](#), connect with us on [LinkedIn](#).

Key Takeaways



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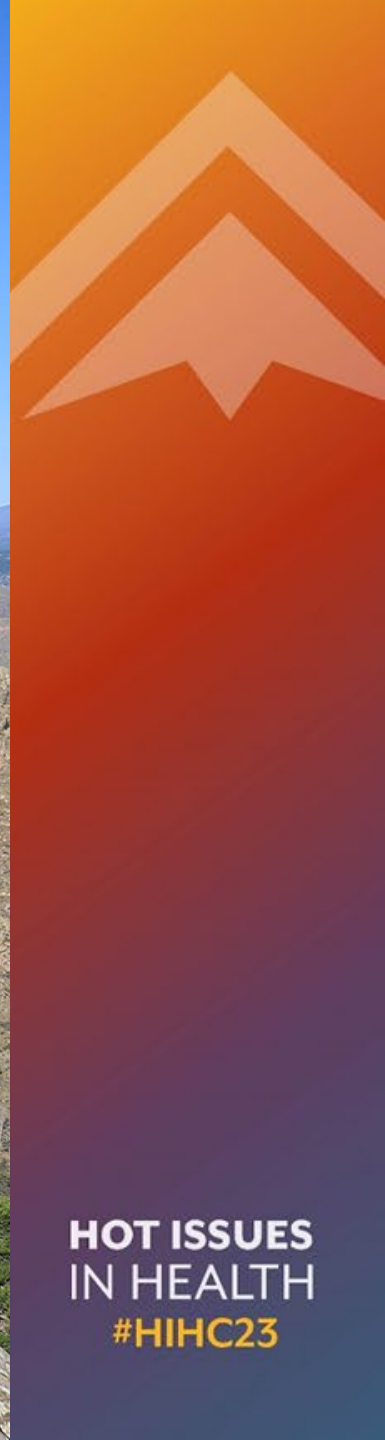
Thank you!

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