PRISMA HEALTH

Strengthening Clinical Linkages for Improved Patient Outcomes

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Objectives

Define Key Components of Effective Clinical Linkages

Explore Value of Clinical Linkages

Discuss Challenges in Developing Clinical Linkages

Review Strategies for Strengthening Clinical Linkages

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Clinical Linkages

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- The connection and collaboration between healthcare providers, organizations, and services to improve patient care
- Enhances care coordination, continuity, and patient outcomes

Importance of Clinical Linkages

Improved patient care…

- Ensures holistic, patient-centered care across multiple providers and settings
- Prevents fragmented care and care settings
- Enhances access to specialty care and resources
- Clinical services linked to community programs

Examples of Linkages

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Team-based care models

Relationship building

- Peer to Peer
- Healthcare to Public Health
- Healthcare to Community Org
- Healthcare to Legislature

Tech integration

Community and social services integration

Collaboration Among Healthcare Providers: Its OK for it to vary!

Building multi-disciplinary teams

Adding new team members such as diabetes educators, registered dietitians, social workers, psychologists, or pharmacists

Expanding professional role of existing team members

Training nurses as health coaches or care coordinators, training medical office assistants to conduct pre-visit screenings

Support people obtaining CDCES, diabetes tech training, etc

Small teams or "teamlets"

Led by providers who are supported by one or more health care professionals, such as an advanced practice nurses, registered nurses, licensed practice nurses, medical office assistants, or care coordinators, to improve case management.

Coordinating shared care between primary care providers and specialists

Podiatrists, eye doctors, dentists, pharmacists, endocrinologists, therapist, psychiatrist, MFM

Expanding access through non-traditional approaches

Telehealth, shared medical appointments, and group education

Adding community partners to the care team

School nurses, community health workers, trained peer leaders and others

Importance of Clinical Linkages

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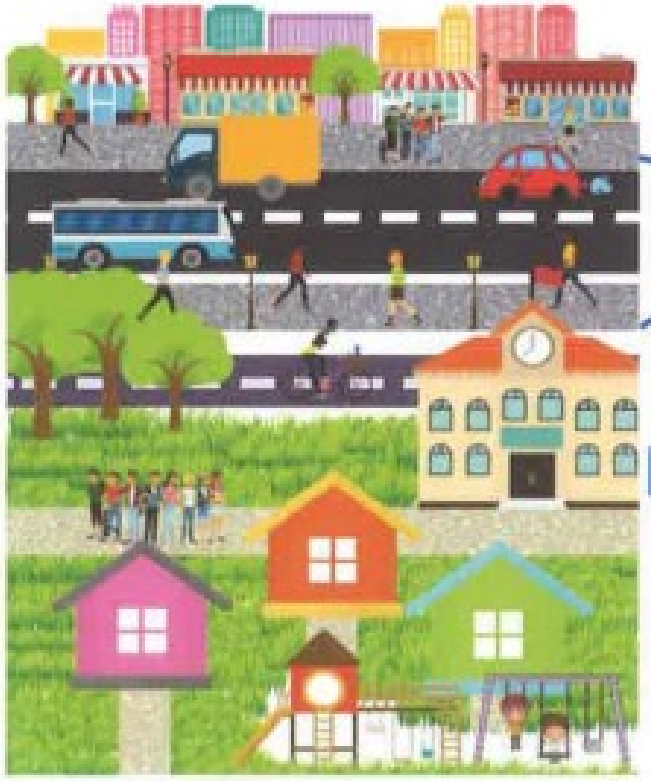
High Functioning Patient-Centered Teams:

- Work more efficiently and effectively to improve health outcomes
- Optimize health system performance
- Improve provider experience by reducing care burden

Clinical Community

Connecting Communities to Clinical Services



Inform — Individuals and community partners about your program (e.g., what it covers, screening sites, referral process).

Educate — Individuals and community partners

Link — Individuals to health systems through community-based referrals.

Value to the Patient

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- Streamlined care
- Feeling heard
- Not having to repeat your story
- Improved outcomes
  - A1c
  - BP
  - Lipids
  - Weight

Value to the System

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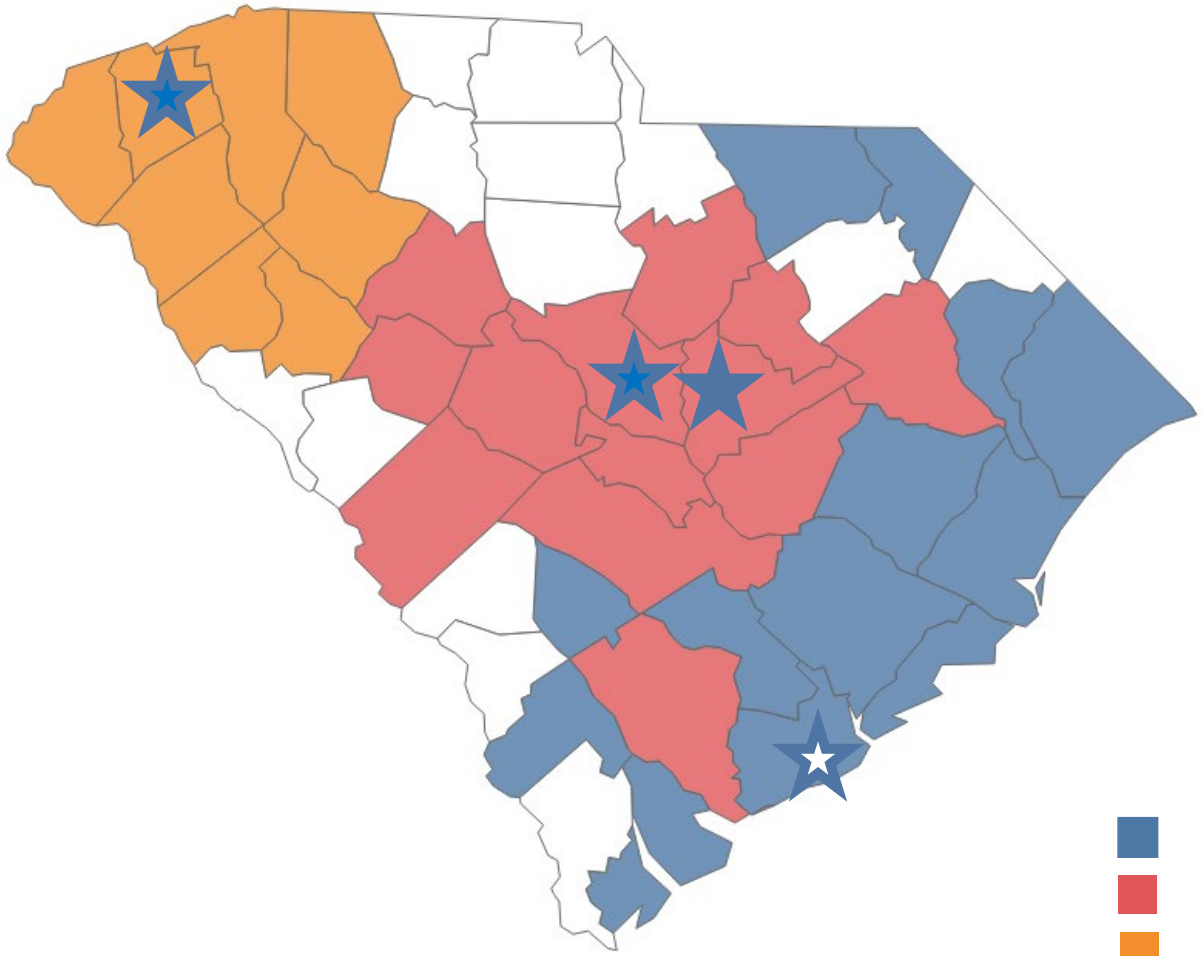
Streamlined workflows and more efficient use of resources

Reduction in hospital admissions and ER visits

Better health outcomes (→ savings $$) through coordinated care

Management of Maternal Diabetes



MUSC
Prisma Midlands
Prisma Upstate

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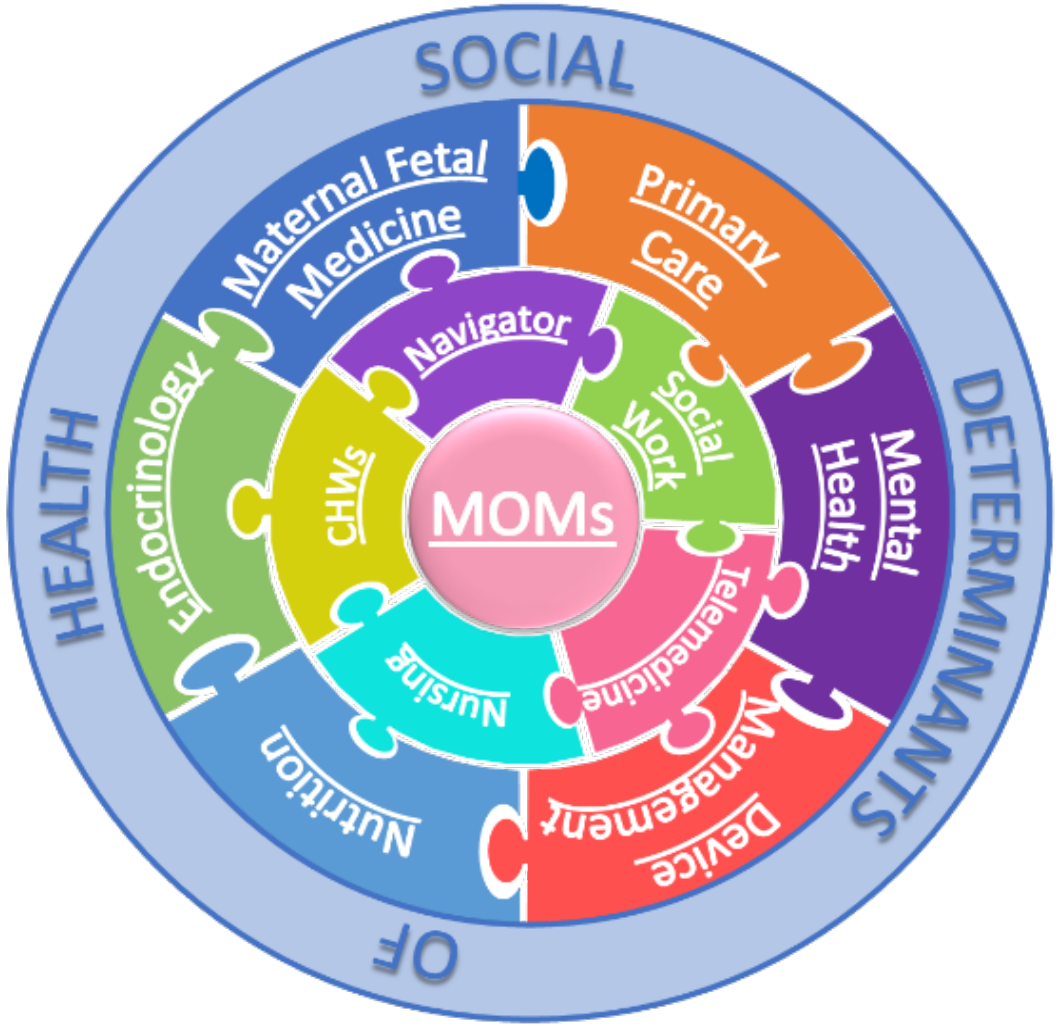
MUSC Medical University of South Carolina

MUSC Multidisciplinary Program (est. November 2019; Supported in part by DFSC)

DFSC Supported Multidisciplinary Program (Prisma Upstate, Prisma Midlands)

MOMs (Management of Maternal) Diabetes Program

Integrating medical care, technology and compassion for expectant moms with diabetes



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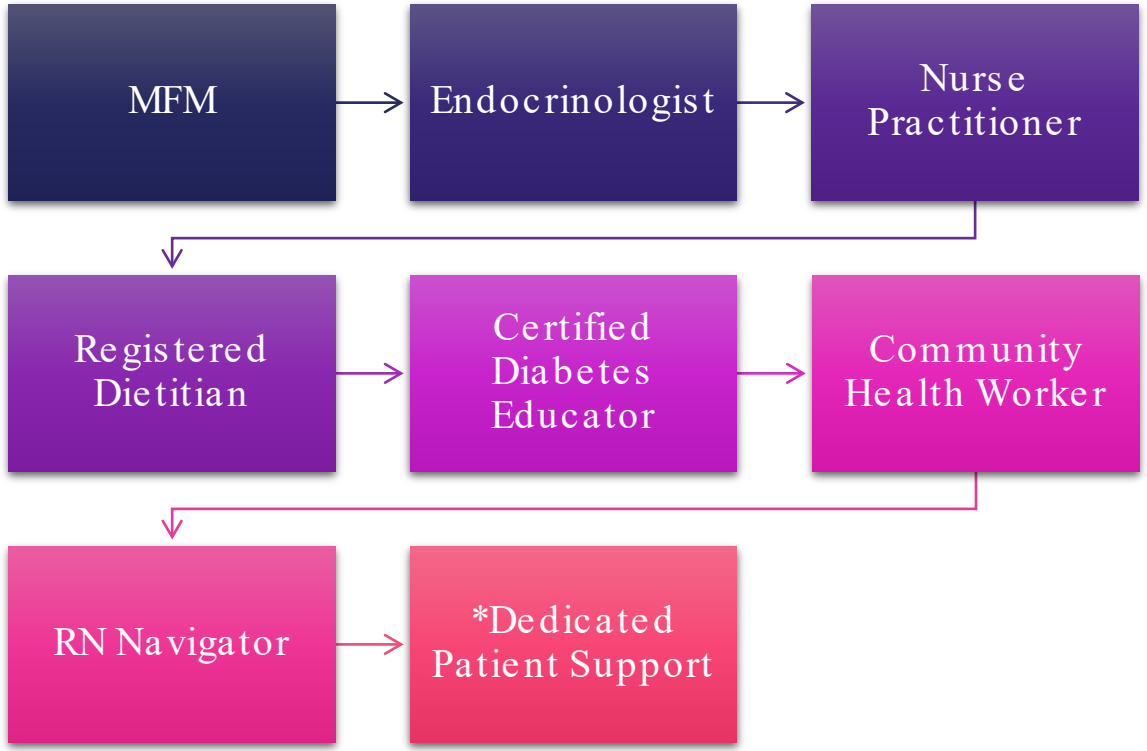
Key Components of Care: Scalability

Access to multidisciplinary team



*Patient Support Specialists and Medical Assistants

Screenings & Services

- SDOH
- Mental Health
- Retinal exam
- Continuous Glucose Monitoring
  - Personal & Clinic-provided
- Telehealth/Virtual Monitoring
- Insulin Pump Training & Adjustment
- Foodshare SC produce boxes

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MOMs Collaboration

Funding

South Carolina FOUNDATION

The BlueCross BlueShield of South Carolina Foundation is an independent licensee of the Blue Cross Blue Shield Association.

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Midlands & Upstate Partners

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EST. 2015 FOODSHARE feeding a need in our community.

Midlands Healthy Start

HEALTHY MOMS. STRONG BABIES. MARCH OF DIMES

Lowcountry Partners

MUSC Medical University of South Carolina

Diabetes INITIATIVE of South Carolina

Shift to Hub and Spokes Model

MFM/OBGYN Research Dept

- Physician Lead
- Grant Program Manager
- Perinatal Nurse Coordinator

- Providers
- Nurse Navigators
- Community Health Workers
- PSR's
- Medical Assistants
- Research

Challenges

Barriers to Communication and Collaboration

- Major differences in organizations cultures and workflows
- Lack of standardized systems and protocols

Challenges

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- Resource Constraints
  - Team-based care works
  - Takes time to recoup ongoing investment
  - Cost savings are seen in adverse outcomes that are prevented which is very difficult to put a number to
  - Turnover on highly skilled teams can be taxing both financially and mentally to the team

Challenges

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- Resistance to Change
  - It feels too good to stay the same
  - The unknown is scary
  - Losing money is scary
  - Burnout
  - Reality: our current strategy is NOT working

Strengthening

Standardizing Communication and Case Protocols

- Standardized referral processes, care plans, treatment guidelines
  - Shared patient care checklists
  - Shared smart or dot phrases
  - Shared messaging
  - Shared culture and vision
- Regular Case Discussions
- Interdisciplinary care team meetings

Strengthening

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- Leveraging Technology
  - Encouraging data sharing
    - Peer to peer
    - Patient to practice
  - Telehealth, remote patient monitoring

Strengthening

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- Training and Education
  - Accredited centers for training
  - Echo model
  - Supporting peers in getting hours for certification
    - CDCES
    - RDN
    - APPs
    - Lactation
    - CHW
    - Doulas

Strengthening

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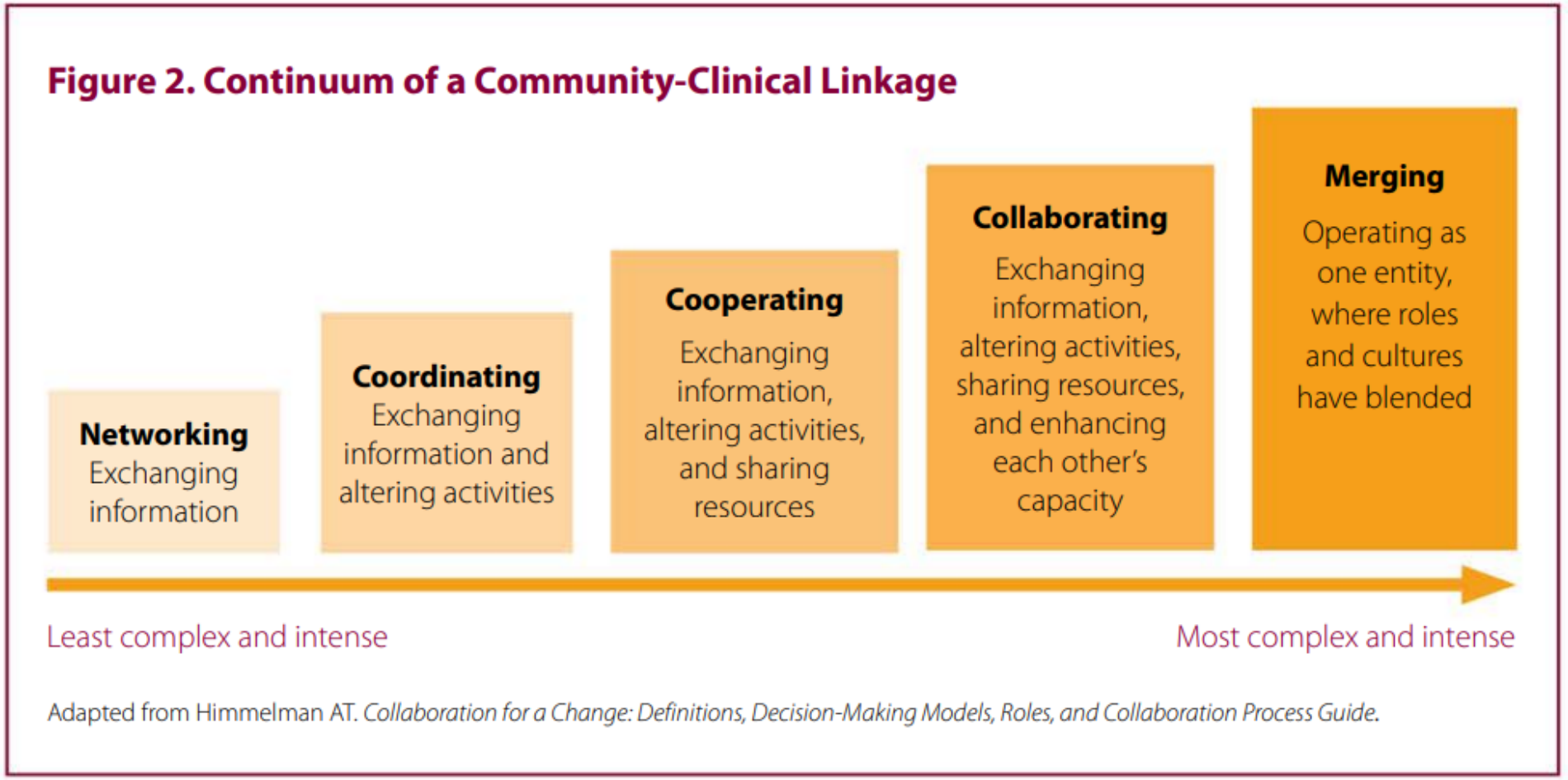
Engagement with your community coalitions and action councils



Strengthening:
Building Strong Partnerships

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L	earn about community and clinical sectors
I	dentify and engage key stakeholders
N	egotiate and agree on shared goals
K	now which operational structure to implement
A	im to coordinate and manage the link
G	row the linkage with sustainability in mind
E	valuate the linkage

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