

PLATFORMS FOR CARE COORDINATION

To improve information sharing and collaboration between organizations



Factors outside of the health care system (social determinants of health – food, jobs, childcare, housing, etc.) account for over sixty percent of health. Ensuring access to and utilization of these services is a vital part of moving the needle in healthcare outcomes. These seven platforms may streamline the way referrals occur or function as a “go-to-list” for a variety of services. We encourage you to consider them.



A platform that connects healthcare organizations with community services to address social determinants of health with care coordination.

Three major components:

- *Healthify Search* to find community organizations, social services, and government benefits.
- *Healthify Track* to allow care teams to identify social/behavioral healthcare needs with an integrated assessment tool and track all referral activity.
- *Healthify Coordinate* to allow organizations to “close-the-loop”.

For more information, visit healthify.us

Welnity

A free platform to connect clinicians and community service providers to each other across expertise, organizations and locations to improve referral quality and community health.

Two major components:

- *Live query board* to post questions and receive feedback from a network of providers.
- *Resource database* to search for resources by name, description, service, or location – can be used to create a “go-to-list”.

Contact: MJ Wu, monjuwu@gmail.com
Benson Irungu, benson.mwangi@gmail.com



The Unified Care Continuum Platform facilitates data sharing and cross-agency care coordination for the most vulnerable individuals.

Three major components:

- *Community Data eXchange* merges patient data from medical and social service agencies.
- *Community Resource eXchange* facilitates effective resource referrals between medical and social agencies (links existing resource databases like 211 or Aunt Bertha)
- *Community Care Coordination* provides care coordination through a shared, web-based health record system.

For more information, visit pcictx.org



Pieces Iris is a cloud-based case management platform that addresses both the clinical and social determinants of health for social service providers, hospitals, and health plans.

Key Features:

- *Closed Loop Referrals* to make referrals and track completion to provide follow-up actions and help keep patients on track.
- *Comprehensive and customizable reporting*

For more info, visit piecetechnology.com



ClientTrack Case Management provides tools required to manage patient care with a comprehensive care plan that is visible to agencies across the care continuum.

Major components include:

- *Case Notes* to create customized care plans, identify barriers, and match clients to resources.
- *Mobile Access* to view data, enter new data, or correct data from field locations.
- *Online portal* for cross-departmental collaboration.

For more information, visit eccoviasolutions.com



2-1-1 Texas is in the process of creating an app to be used and accessed by anyone needing information about social services.

Look out for more information

Social Solutions

Apricot is a nonprofit software solution for tracking clients and measuring outcome and reporting.

Core components:

- *Data sharing and management* among participating organizations.
- *Communication and Care Coordination* capabilities between participating agencies.
- *Online resource list* of periodically updated medical, behavioral health and social services.
- *Mobile friendly public interface* for medical, behavioral health and social services resource location and geospatial mapping.

For more information, visit socialsolutions.com



A platform that provides access to comprehensive, localized listings of community service programs

Major components include:

- *Free Search and Referral* to find results relevant to seeker's unique needs – available to anyone regardless of geography.
- *Referral Outcomes* to close the loop by tracking outcomes on follow-ups with community partners.
- *Team Collaborate* to encourage staff to share information and rate programs.

For more information, visit auntbertha.com

If interested, we encourage you to schedule demos with your top choices and share with staff and colleagues.