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Arizona Social Determinants of Health (SDOH) Program

Arizona's Closed Loop Referral System

Andrew Terech, LAC

Director, Social Determinants of Health

andrew.terech@healthcurrent.org

Arizona SDOH Program

Partners



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Arizona SDOH Program

Workgroup Members



- A New Leaf
- AHCCCS
- Arizona Council of Human Services Providers
- Arizona Healthy Communities
- Arizona Hospital & Healthcare Association
- Catholic Community Services Yuma
- Circle the City
- CommonSpirit Health
- Copa Health
- Crisis Response Network
- Dignity Health
- El Rio
- First Things First
- Garcia Family Foundation
- HonorHealth Desert Mission Food Bank
- Human Services Campus
- Magellan Complete Care of Arizona
- Mercy Care Plans
- Native American Connections
- Native Health
- North Country Healthcare
- Sonora Quest
- Southwest Behavioral & Health Services
- St. Joseph the Worker
- Sunset Health
- Tucson Medical Center
- UMOM New Day Centers
- United Healthcare
- Vitalyst Health Foundation
- West Yavapai Guidance Clinic Campus

Arizona SDOH Program Purpose

- Connecting our communities.
- Improving health outcomes with a whole-person care mindset.
- Data-driven approach.



System Features

Social Needs Screening

Analytics

Resource Directory

Client Portal

Refer, Alert, and Message



Activities you can measure



Number of referrals (Closed-Loop and/or Shared)



Average distance people travel to access your services



For Closed-Loop, number of successful referrals and average response time to referrals



Identify busiest time of day, week, month



Identify who is sending referrals and at what volume



Determine the varying volume of services between different services you offer

Early Adopter Pilot

Success stories

*First organization
logged in on July
25th*

*Refined
Onboarding
Process &
Documents*

*Uploaded 211Arizona
Health and Human
Services Directory*

*First Closed-loop
partnership started
end of September*



Early Adopter Pilot

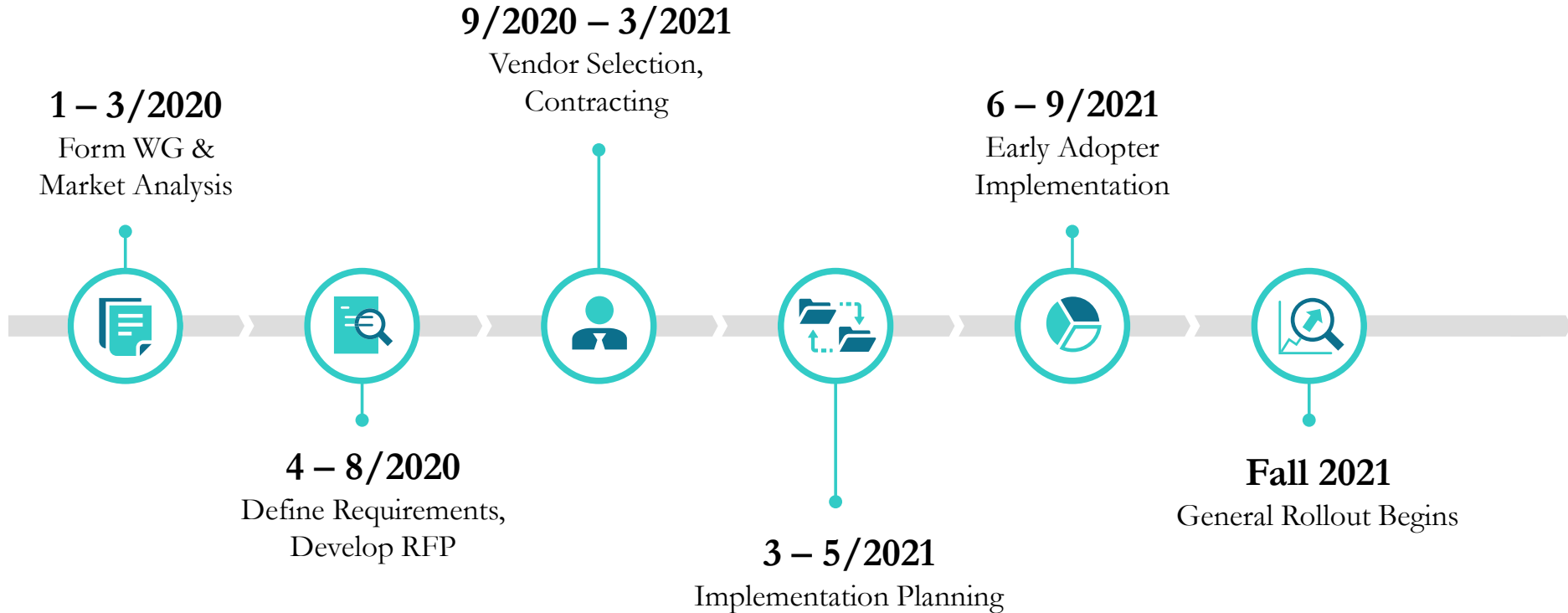
Lessons learned thus far:

- Technical Design
- Onboarding
- Integration
- Legal considerations (HIPAA and Arizona HIO law)
- Recruiting CBOs



Arizona SDOH Program Timeline

2020 – 2021



“Go-Live” Plan



1. Early outreach by NowPow team
2. Prioritize Early Adopters, CBOs and DAP registrants
3. User Agreements and readiness



New Ideas on how the System can benefit Arizonans

Some new ways to think about using the referral system



- Department of Education
- MCOs

- Justice System
- Community Colleges