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# SANTA FE COUNTY

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## ACCOUNTABLE HEALTH COMMUNITY

We are building a system that helps residents navigate community services and offers providers access to data and information to better serve residents, improve health and reduce health care costs.



***“One agency can’t do everything—it takes a community effort.”***

Carol Luna Anderson, Executive Director, The Life Link, AHC Advisory Committee Chair

The vision of the Accountable Health Community (AHC) is to link Santa Fe County residents with resources to address unmet social, health and medical needs. The key to success in realizing this vision is collaboration. Whether it’s collaboration between navigators, community organizations and clinics, or Santa Fe County-sponsored projects, collaboration is integral to creating a responsive system for the varied and variable needs of Santa Fe County residents.

Twelve navigators from eight community organizations participated in their first quarterly Accountable Health Community Navigation meeting in early September. They bring a broad experience base, a commitment to social justice, and advanced skill sets, creating a dynamic team. The navigators feel passionate about advocacy, giving individuals and families hope, making connections, and witnessing and celebrating the success of individuals they serve.

The AHC model is now being implemented! In July, navigators started screening individuals for social determinants of health, developing Navigation Plans, using protocols they helped develop, sharing information and resources, and collecting and reporting data. This cohort of community builders and connectors is providing feedback about their experiences with the Accountable Health Community model. They are telling us how the model works for them, their organizations and the residents they serve so that together we can work to make improvements.

The navigators’ collective hope for the AHC is to create a supportive culture that builds relationships and community, while using data to make work more efficient. Santa Fe County and its residents are fortunate to have such a cadre of skilled, compassionate and insightful navigators to test, challenge and shape the Accountable Health Community model.

The AHC Advisory Committee has met three times this year and their collaborative spirit, forthright opinions and sage advice are guiding the development of the model. Most recently, the committee provided content for the Information and Technology (IT) and Evaluation Referral for Proposals (RFPs). In the IT RFP process, the County will select a software system that allows interoperability with existing systems at partner agencies as well as on-line, real time case sharing. The data collection and case sharing components will allow for the participation of AHC community partner organizations, the Crisis Center and the Santa Fe County Health Tracks senior navigation pilot project. Until a software system is chosen, the AHC Navigators are putting pen to paper and using emails and phone calls to communicate regularly with each other.

Other key features of the software system will be the ability to quickly link with the SHARE New Mexico web-based resource directory and also to receive alerts from the Emergency Department Information Exchange (EDIE) currently being implemented at all New Mexico hospitals.

Consistent themes that have emerged among stakeholders are the need to strengthen information and resource sharing while keeping duplicative data entry to a minimum. Using technology to improve communication between navigators, organizations and Santa Fe County-sponsored projects can increase collaboration and minimize service duplication. Finding the right software system for a varied group of community partners must be a collaborative effort.

*“No provider can work without the collaboration and assistance of other stakeholders. How do we work together to get better outcomes?”*

Sylvia Barela, Executive Director, The Recovery Center,  
AHC Advisory Committee member

Program evaluation is another crucial component of the AHC process that will guide efforts and improvements. Have we implemented what we envisioned? Are AHC efforts impacting individual health outcomes? Are residents connected to the resources they need? The Evaluation RFP anticipated to be released in the next couple of months will identify an entity to design and implement a Program Evaluation Plan.

Many of you participated in key informant and provider group interviews, and attended Town Hall meetings that asked for

input on the challenges, barriers and assets of our community. The Gap Analysis Report will be presented at the Health Policy Planning Council meeting October 6th from 9 to 11am at the Southside Library, 6599 Jaguar Drive in Santa Fe, 87507. Join us to learn more about health data, trends, gaps and assets of Santa Fe County.

The Accountable Health Community is a community collaboration. Please join the conversation as we work together to create more opportunities for better outcomes.

**For more information on the development of the Accountable Health Community please contact:**

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