
SANTA FE COUNTY



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.



STRENGTH IN NUMBERS: data helps tell the story

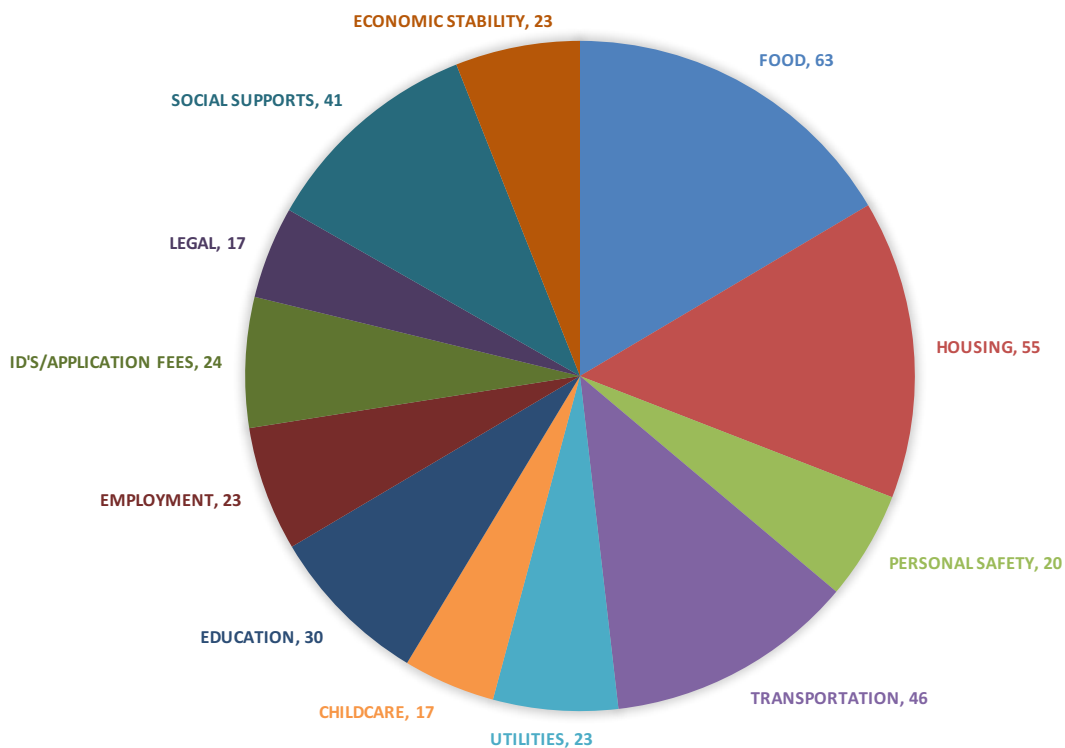
Where someone lives, if they feel safe, if they have access to nutritious food, reliable transportation and utilities--these are factors that impact health and well-being. The Accountable Health Community (AHC) is interested in learning about and addressing the needs of Santa Fe County residents by linking individuals to resources and services.

If a young mother doesn't have reliable transportation she may not be able to bring her daughter for medical appointments or arrive at work on time. Without access to nutritious food a senior citizen may not be able to manage his diabetes. Without stable housing children may not be able to attend school regularly and manage their emotions. Food, housing, transportation, utilities and feeling safe are important for the health of individuals and the health of our community.

In the AHC project during the months of October, November and December of 2017 (Quarter 2), 98 individuals in Santa Fe County were screened for and linked to resources and services that addressed unmet social needs that affect health. Thirty-five of the 98 received navigation in Quarter 1 as well. With an average age of 33, 75 women and 23 men were screened for 396 unmet needs. The results mirror what the Santa Fe County Health Services Gap Analysis discovered: There are food deserts in the county and housing remains a high need for many people.

Seventy-two individuals served in Quarter 2 in the AHC were Hispanic. Sixty-one were white, 13 multi-racial, 9 are Native American and 14 declined to comment or selected other. 28 people indicated that Spanish was their primary language and 73 of 98 had insurance, with Medicaid being the most common insurer (for 61 people).

Navigators from seven community organizations assisted to address 382 social needs prioritized by each individual. Needs addressed almost doubled from Quarter 1 to Quarter 2.



Until a software system is procured navigators are collecting and reporting data with the use of Excel Spreadsheets. Although not a sophisticated system, Excel has enabled us to refine data fields and spreadsheets to more accurately reflect what is going on in the field based on suggestions from the navigators.

A narrative report from each contractor provides qualitative data that helps illustrate what Excel spreadsheets can't--stories of how the flexible fund or navigation services have linked someone to a service or resource that was hard to access prior to navigation.

Implementation is a process, with room for experimentation, error and improvement. Creating the AHC is a work in progress that asks for patience, collaboration and thoughtful responses to the obstacles and opportunities that arise. Quarter 2 yielded more standardized data and a cadre of navigators who met quarterly. They reported as a result they are developing stronger relationships, better communication with each other, and improved work flows.

Quarter 3 welcomes navigators from three health clinics in Santa Fe County to the AHC. First Choice in Edgewood, Pecos Valley Medical Center and La Familia Medical Center have joined the AHC and will screen for the same social determinants of health (SDOH) and provide various levels of navigation to their patients. The initial cohort of 16 navigators will expand to 26, and numbers of residents who receive navigation will rise to more than 2000.

To coincide with the expansion of the number of navigators, the number of networking and educational opportunities will grow. Santa Fe County is offering a monthly navigation meeting and educational series that will bring AHC navigators together to network, share resources and learn from each other and from invited presenters.

Organizations that provide services and resources addressing food, housing, transportation, utilities and personal safety will be invited to share information about what they offer. SHARE New Mexico will attend to update their resource directory while providing a comprehensive county list for the five SDOH that navigators screen for. Opportunities for professional growth will be included as well as time to define benchmarks or pathways for successful achievement for the social determinants of health.

A goal of the AHC is for navigators to link residents to resources within a cohesive provider network. We look forward to working with and learning from our community partners while using data to guide our efforts and strengthen the network. As Thomas Paine said, *"It's not in numbers but in unity our great strength lies."* Perhaps there is strength in both.

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

Elizabeth Peterson, MPH
Project Manager
elizabethpetersonmph@gmail.com