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# SANTA FE COUNTY

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## ACCOUNTABLE HEALTH COMMUNITY

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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.



## ACCOUNTABILITY AND CONNECTIONS: Technology and the AHC

The Accountable Health Community (AHC) is evolving. Technology coupled with human connection will better serve residents of Santa Fe County and improve accountability.

Where someone lives, if they have reliable transportation, consistent utilities, access to healthy food and feel safe—these social determinants of health impact health and well-being. The Accountable Health Community has a network of over 50 navigators imbedded in community organizations and clinics that screen for these social determinants of health. Navigators currently capture unmet social needs by using paper surveys or an organization's software without automatic sharing of pertinent information with other navigators in the network in a timely or coordinated manner.

Ana, a navigator at Las Cumbres has met Jane who is pregnant. Ana uses a paper version of the Social Determinants of Health screening questionnaire and learns that in addition to housing Jane also needs to establish a medical home. Jane could benefit from Emergency Flexible Funds to repair her car so that she can resume driving to work.

Ana sends emails to navigators at Casa Familia, Santa Fe County Housing Authority, and La Familia to enquire about short and long-term housing and to provide an introduction and warm hand-off for medical care. She pays for a car battery and waits to document the expenditure on the quarterly spreadsheet that is sent to the County.

Navigators have relied on emails, phone calls and Excel spreadsheets to communicate, record and report data quarterly. There isn't a formal mechanism to share Emergency Flexible Fund expenditures with each other. Navigators have built trusting relationships at monthly navigation meetings and respond to group emails asking for help on behalf of individuals they serve. They wait for people to respond, leave messages and answer emails as time and circumstances permit. Is this the most effective and efficient way to communicate?

*“Most of the individuals I work with are already involved with other organizations. Simply ensuring that we all have an open line of communication is an imperative piece of the work that we do.”*

*-AHC navigator*

Building on the relationship-based Accountable Health Community navigation model, Santa Fe County is introducing a software platform that will capture and share information in real-time. A partnership with Unite Us will provide a network-wide infrastructure for improved communication between AHC partners.

All partners in the network will be connected to each other with Unite Us, with the ability to:

- Electronically connect individuals enrolled in the AHC to both clinical and social service providers;
- Track individual progress and receive automated feedback from partners to ensure care and services are received;
- Share and track Emergency Flexible Fund expenditures per person and category;
- Collaborate with community-wide “care teams” ensuring providers are on the same page regarding an individual’s shared progress; and
- Collect data including structured outcomes to measure the network’s impact, including time-to-service and effectiveness of care.

The software platform is HIPAA, FERPA and FIPS compliant. Unite Us implements controls necessary to maintain the confidentiality and the integrity of Protected Health Information and Personal Identifiable Information stored in the system.

The AHC evaluation team at the Pacific Institute for Research and Evaluation are involved in tailoring the software platform ensuring that we are asking the right questions and acquiring data that can be used for rigorous analysis on the individual, network and system levels.

A soft launch with Unite Us and current AHC partners is scheduled for early April. Additional partners are expected to join in phases throughout the year. The SHARE New Mexico on-line resource directory will be linked so that resources are available to all residents of Santa Fe County.

Eventually a link on the Santa Fe County website will allow any resident of Santa Fe County to answer screening questions, be directed to a navigator or provided with resources. With the Unite Us platform the Accountable Health Community is closer to realizing its bold vision. *By 2020 all Santa Fe County residents, regardless of income, will have access to high quality health care and are linked to resources for health and well-being.*

Connections are a hallmark of the AHC. The Story Telling Project, navigators, and people who have experienced the AHC recognize the fundamental value of AHC connections. We now have a descriptive name for the Accountable Health Community, Santa Fe County Connect: a network for health and well-being.

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