

Exploring Core Functions of Community Care Hubs: A Look at Leadership, Governance, and Business Development

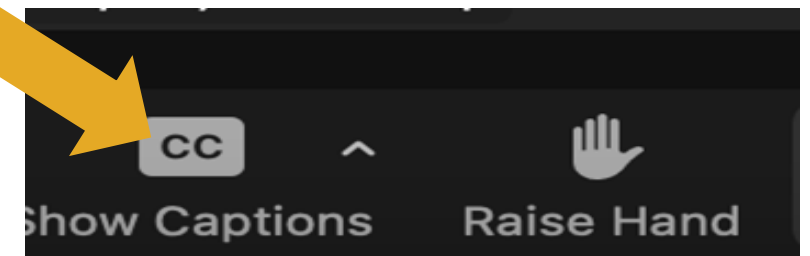
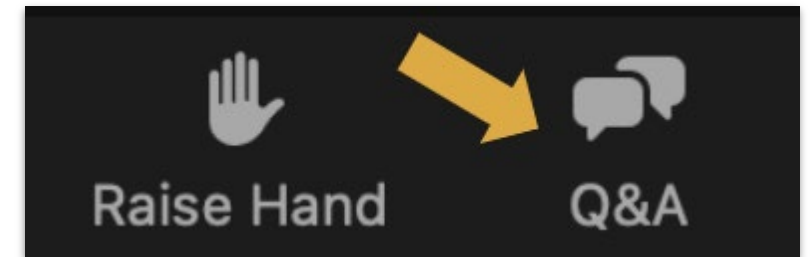
April 20, 2023 | 2:00-3:00 p.m. ET

Administrative Notes

Partnership to Align Social Care

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- ✓ This webinar is being recorded. The recording and slides will be shared with all registrants
- ✓ Please use the Q&A tab at the bottom of your screen and we'll try address as many questions as possible at the end of the presentation
- ✓ Closed captions are provided for this session, can also click "Show Captions" to display automated captions



Today's Agenda

1. Overview of the Community Care Hub Concept and Core Functions
2. Panelist Discussion Focused on CCH Leadership, Governance, and Strategic Business Development
3. Q&A

Partnership to Align Social Care

Mission:

To enable successful **partnerships** and contracts **between health care and community care networks** to **create** efficient and sustainable **ecosystems** needed to provide **individuals with holistic, person-centered social care** that demonstrates cultural humility.

Vision:

A **sustainably resourced, community-centered social care delivery system** that is **inclusive** of all populations and **empowered by shared governance** and financing, multistakeholder accountability, and federal/state/local policy levers.

Co-Designing a Social Care Delivery System

- **Group of diverse stakeholders** collaborating to **co-design partnerships** between health care and community-based organizations (CBOs)
 - Includes senior leaders from CBOs, health plans, health systems, national associations, and federal leaders engaged as liaisons
 - Includes **leadership and feedback from community leaders** throughout the process to elevate the voice of the community
 - Incorporates and supports the perspectives, needs, and priorities of historically marginalized communities to promote accountability and **guarantee a focus on health equity**

Co-Designing a Social Care Delivery System



History of Federal Investments to Support Hub Models

- The Federal Government has been testing various models to support community-clinical linkages to improve health outcomes.
- The evaluation from these models have led to current policy in support of Community Care Hub models.
- There is increased interest in the adoption of Community Care Hub models to leverage economies of scale for implementing sustainable community-level interventions that align with healthcare.

Hub Model and Non-Clinical Service Delivery Investment Timeline



CCH: Community Care Hub = Health Equity Solution



Consumer Negatively Impacted by Social Drivers of Health



Care Team Completes Limited SDOH Screen and Refers to CCH



CCH acts as Single Point of Referral for a Network of CBOs – Organized Into a **Social Care Delivery System (SCDS)**



CCH Partner Org. Completes a Comprehensive, Evidence-Based SDOH Screen



CCH + Healthcare Conduct CQI to Document the Impact: Health-Related Social Needs Addressed (Pop Health), ROI, + Measures of Health Equity

CCH Submits Closed-Loop Referral Data: Z-Codes, Social Intervention Codes, and Outcome of Social Care Svcs



CCH Works to Blend & Braid **All Available Resources** to Address Identified Needs: Public + Private + Healthcare + Philanthropy



CCH Team Develops a Person-Centered Plan to Address Social Drivers of Health

Community Care Hub

A community-focused entity that **organizes and supports a network of community-based organizations** providing services to address health-related social needs. A Community Care Hub **centralizes administrative functions and operational infrastructure**, including but not limited to, contracting with health care organizations, payment operations, management of referrals, service delivery fidelity and compliance, technology, information security, data collection, and reporting.

A Community Care Hub has **trusted relationships** with and **understands** the capacities of **local community-based and healthcare organizations** and fosters **cross-sector collaborations** that practice **community governance** with authentic **local voices**.

For more on community care hubs, see [Community Care Hubs: Making Social Care Happen](#).

Background

- Overall effort to better align social care delivery with healthcare delivery and payment
- Health plans and systems are partnering with CBOs, particularly through Community Care Hubs and the Community Care Networks they organize
- CCHs offer administrative economies of scale and broad range of services over a larger geography than provided by a single CBO

CCH Features

- Developing and maintaining a network of CBOs
- Advancing a collective vision for CBO-health care partnerships, SDOH initiatives and health equity
- Centralizing administrative and operational infrastructure
- Managing financial resources

Functions of an Advanced Community Care Hub

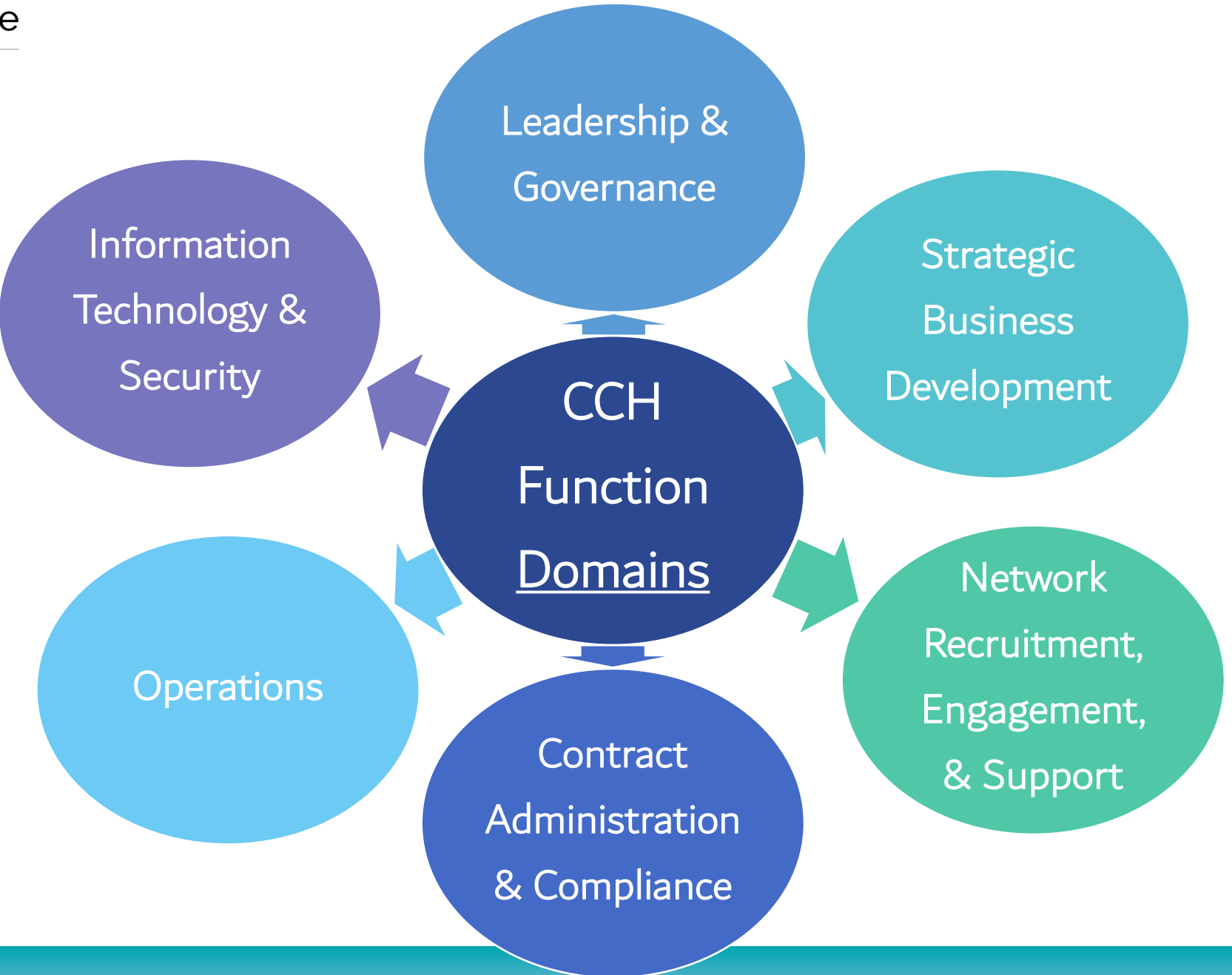
*This document reflects the collaborative work of the Partnership to Align
Social Care Community Care Hub Workgroup.*

Upcoming Report

- Reflective of cross-sector, inclusive, **extensive process to identify CCH capacities** across the country
- Demonstrates the **evolution of CCH functions** and capacities
- Intended as a **roadmap** toward CCH Model
- **Inform self-assessment** of strengths, gaps, and opportunities for growth
- **Outlines functions** that CCH is responsible for ensuring happen by CCH *or* Community Care Network Members

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Functions of an Advanced Community Care Hub



Leadership & Governance

- ✓ Structure, culture, and practices **embrace serving a network of CBOs** and doing **business with healthcare entities**
- ✓ **Governance** structure **provides** routine **opportunities** for key stakeholders to influence **strategy** and planning

Functions of an Advanced Community Care Hub



Strategic Business Development

- ✓ Conducts **strategic planning** with input from network providers, healthcare partners, and consumers of services
- ✓ Executes **strategic plan**
- ✓ Systematically and **continuously assesses the market** to identify **opportunities** to expand services, business, and partnership opportunities
- ✓ Positions services in the market and **develops new and expanded contractual relationships** to increase services offered and populations served
- ✓ Has a **multi-year finance strategy** designed for **sustainability**

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LEVERAGING THE COMMUNITY CARE HUB MODEL TO FOSTER HEALTH AND SOCIAL CARE ALIGNMENT

Exploring Core Functions of
Community Care Hubs: A Look at
Leadership, Governance, and
Business Development

20 APRIL 2023
2 PM - 3 PM EST



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Community Care Hub Resources

- Health Affairs Blog: [Improving Health and Well-Being Through Community Care Hubs](#)
- Community Care Hub Primer: [Background, Evolution, and Value Proposition of Working with a Local CBO Network Led by a Community Care Hub](#)
- Working with Community Care Hubs to Address Social Drivers of Health: [A Playbook for State Medicaid Agencies](#)
- *Coming Soon:* Functions of an Advanced Community Care Hub
- *Coming Soon:* Talking about equitable health and social ecosystems: A guide for clear and effective language

Register for Next Week's Webinar: April 27 @ 1-2pm ET

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LEVERAGING THE COMMUNITY CARE HUB MODEL TO FOSTER HEALTH AND SOCIAL CARE ALIGNMENT

Exploring Core Functions of
Community Care Hubs: A Look at
Contract Administration &
Compliance and IT & Security

27 APRIL 2023
1 PM - 2 PM EST



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How to Get Involved in the Partnership...

- Sign up for our email list: <https://www.partnership2asc.org/sign-up/>
- Follow the Partnership on social media:
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 - 
[@partnership2asc](https://twitter.com/partnership2asc)
- Reach out directly to:
 - ✓ *Support the Partnership*
 - ✓ *Ask about getting involved in leadership/workgroup activities*
 - ✓ *Share your expertise/experiences*