Sources of Systems of Support

Provider

Comm-unity

Payers

SUPPORT PROCESSES (WHATCOM COUNTY)

PERSONNEL RELATED SUPPORT

- 101 **Recruit** and **hire** people
- 102 **Recruit patients** for design teams
- 103 Develop a **staffing pool** for certified staff
- 104 Develop and share **facilitators**
- 105 Provide common **confidentiality** information / training
- 106 Create 24X7 community resource access
- 107 Manage community access to **meeting rooms**
- 108 **Credential** providers centrally

PATIENT LEVEL SUPPORT

- 109 Manage **RN** first call for **triage**
- 110 Manage access and **referral** system
- 111 Coordinate care of **uninsured**
- 112 Provide 24 X 7 access to **consulting nurse**
- 113 Define and provide patients with readable / understandable **education and visit information**
- 114 Monitor and manage to ensure **access**
- 115 Provide and coordinate (non Medicaid) **transportation**
- 116 Provide and coordinate (non Medicaid) language **translation service**
- 117 Coordinate & integrate **under resourced health services**: Mental Health, Substance abuse, Dual Diagnosis, medications, social services, Dental Health, etc.
- 118 Define roles in **managing own healthcare**, include patients
- 119 Manage **prevention** and **screening**
- 120 Create and maintain **shared care plans**
- 121 Coordinate clubs and **support groups** for chronic disease management
- 122 **Explain benefits**
- 123 **Administer benefits**
- 124 Authorize **referrals** to other providers when necessary

PROVIDER LEVEL SUPPORT

- 125 Implement **advanced access**
- 126 Expand capacity at **community clinics**
- 127 Coordinate and **recruit** healthcare workers to ensure access
- 128 Manage community wide **purchasing** service for **equipment**, etc.
- 129 Manage **donated services** for the uninsured
- 130 Create community-based **malpractice** coverage to fill gaps
- 131 Provide centralized **"approval" process**
- 132 Authorize non-formulary **Rx**
- 133 Manage centralized **billing clearing house**

KNOWLEDGE MANAGEMENT

Provide resource information

- 134 Share **practice status**, i.e. plan participation, open/closed
- 135 Provide **best practice tools** for MD, Nurse, Patient etc.
- 136 Provide tools, **protocols**, for outpatient management, phone triage
- 137 Provide updated electronic resource guide for **patient support services**, medical and non- medical
- 138 Coordinated **outreach**: ED, comm. clinics, etc.
- 139 Coordinate community **health education** programs
- 140 Coordination of **health service** information across community
- 141 Provide practices information about **utilization** of services and care by their patients

Shared Clinical Database

- 142 Establish coordinated **IT infrastructure** for information sharing. Network, desk top support.
- 143 Maintain **interoperability** between medical data
- 144 Create and maintain **eRx** sharing
- 145 Create and maintain **shared care plans**
- 146 Manage **"special population"** resources to inform service delivery for special groups: kids, seniors, care givers
- 147 **Create and maintain a shared clinical quality database**

ACCOUNTING, ANALYSIS, & MODELING SUPPORT

- 148 Monitor and manage **physical infrastructure** to support county needs
- 149 Create shared technical resource to evaluate **grant** opportunities
- 150 Coordinate **grant** activities
- 151 Track (MD/Hosp.) contribution and build a community **access fund**
- 152 Create a mechanism for uniform and **fair reimbursement** for health care system services
- 153 **Align payment** with improved methods of care and service