

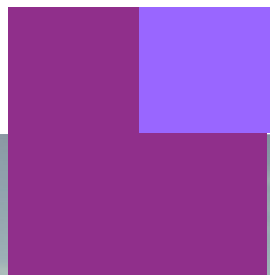
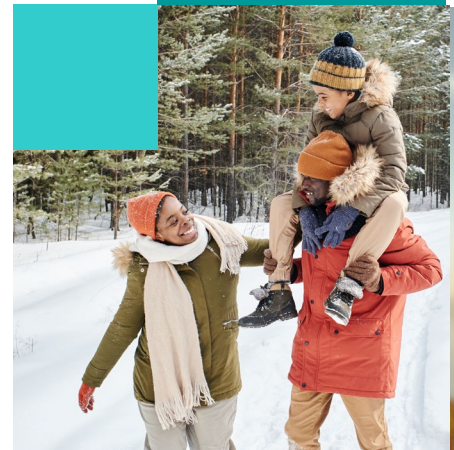
New Hampshire Care Connections



Department of
**HEALTH &
HUMAN SERVICES**



DEPARTMENT OF
**Military Affairs and
Veterans Services**



How Does NH Care Connections Support People and Communities?

Health & Healthcare

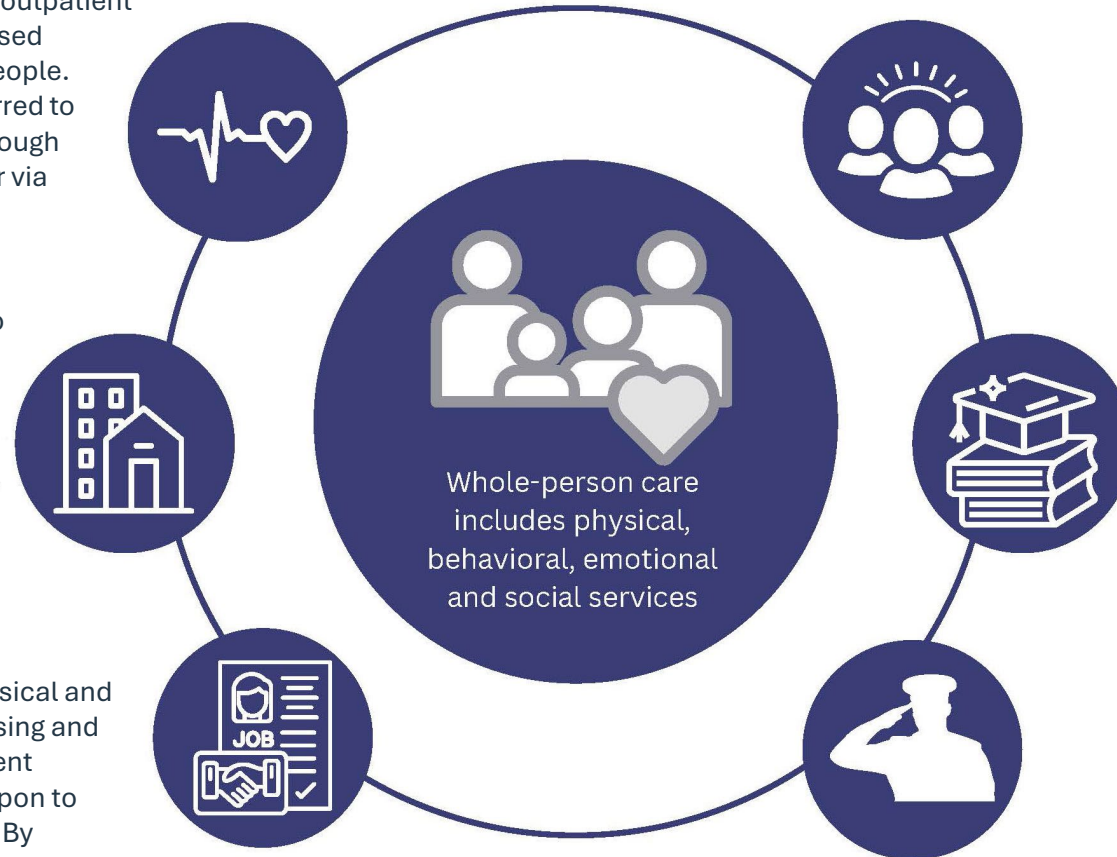
Connections between hospitals, primary care, outpatient services, behavioral health and community-based organizations allow providers to better serve people. Through provider connections, people are referred to services across health and human services through an online accessible network via self-service or via any provider on the network.

Neighborhood & Environment

Housing is a critical component of our ability to maintain our health and well-being. To achieve better health, people need housing that is safe and healthy. Connecting our federal and state housing programs with community-based organizations through a coordinated network will provide a statewide awareness of service availability.

Economic Stability & Employment

Economic stability is directly connected to physical and mental health by enabling access to food, housing and healthcare. By connecting people to employment support services, the foundation can be built upon to continue improved physical and mental health. By connecting service providers on a single network we can reduce duplicate efforts, confusion and missed opportunities (phone calls, faxes, emails) allowing for a point of service approach in connecting people to services.



Social & Community

When a health care organization identifies a patient with a social needs, they can partner with community-based organizations to provide direct services such as food, transportation, home visits for new moms, help with heating bills, or legal help to address barriers to obtaining housing or government benefits.

Education

Education has a direct relationship with improved health, reduced chronic conditions and less functional limitations and disabilities across all genders, races and ethnicities. Connecting people to educational opportunities via health and human service providers increases the opportunities for individuals in our state.

Special Populations

Certain populations that are known to be at greater risk of health disparities may have specialized services - such as military and veterans - these services can be coordinated with their care across multiple dimensions to increase their outcomes overall.



NH Department of Health & Human Services



Department of Military Affairs and Veterans Services

What Value Does NH Care Connections Add?

Improving Access

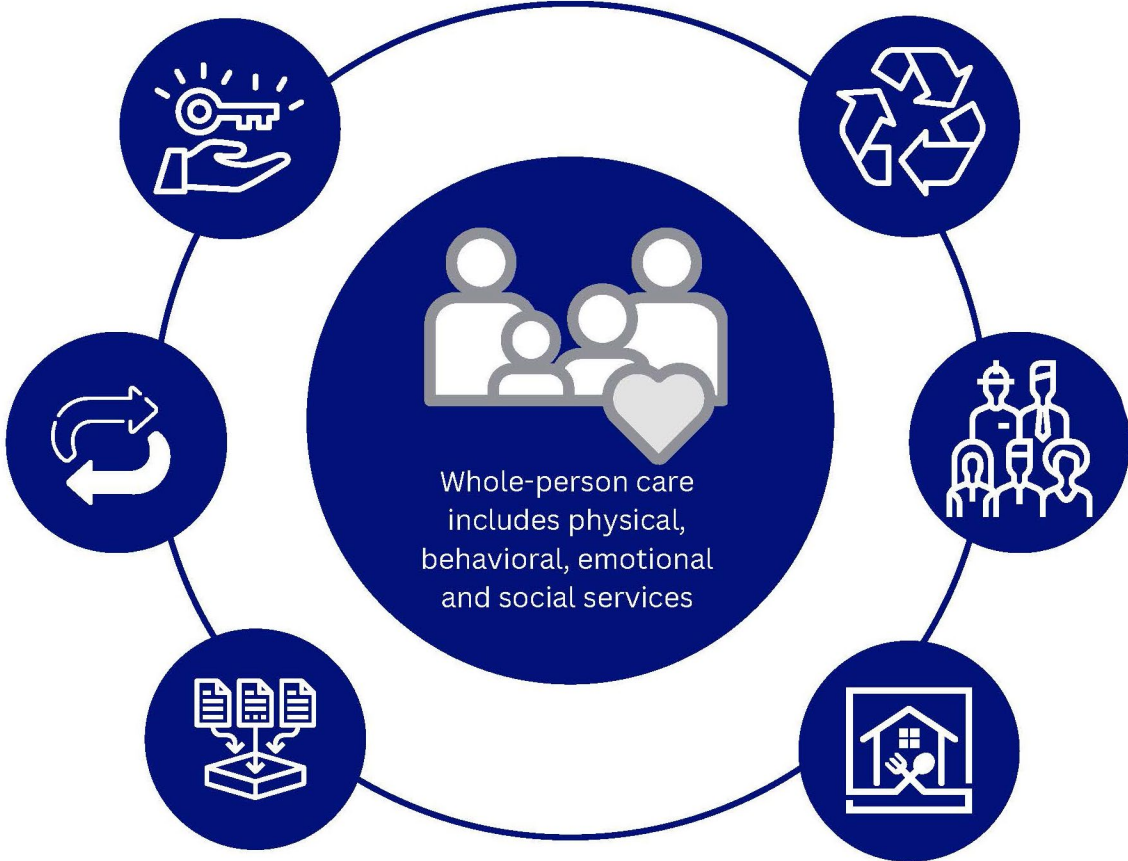
Connections between hospitals, primary care, outpatient services, behavioral health and Community Based Organizations allow providers to better serve needs.

Reducing Redundancies

Collaboration and technology can assist in coordinating multiple systems to reduce the overlap in current workflows.

Improving Data Collection

Allowing NH to see across systems for better quality improvement, monitoring and investing over time.



Reducing Waste

Current systems have providers filing out multiple forms, sometimes the same one or making referrals that at times go no where

Improving Workforce Capacity

We know providers are struggling to hire and to get things done efficiently. Developing workflows that can be utilized through these platforms to increase capacity. Providers can do the work better and faster while experiencing a reduction in provider burden.

Addressing Health Related Social Needs

Less cycling through systems because a person's needs are not met or connections are missed. When we catch all needs earlier, people are more likely to get well or improve quality of living.



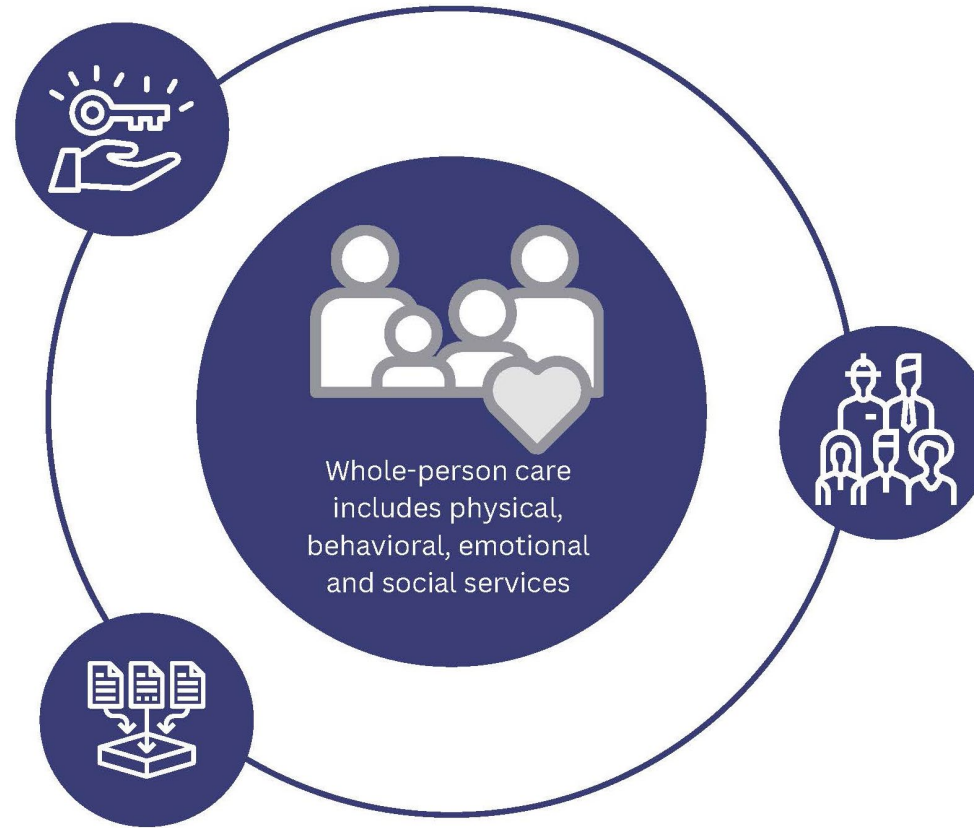
What Are the **Components** Involved in NH Care Connections?

Care Insights

Care Insights allow care team members to document notes that are shared with other people who are caring for the same patient. Providers can recommend what works best for the patient and what doesn't work. This enables the patient to have a better care experience and supports providers in quickly identifying the best approach for meeting each patient's needs.

Event Notification

Event Notification lets the patient's care team outside of the hospital, such as their primary care provider (PCP) or health plan know when they have been seen in the hospital. For example, when a patient visits the emergency department, their PCP is alerted in real time so they can collaborate with the hospital staff on a treatment plan. The PCP can also create a plan for after the patient is discharged, ensuring the patient receives the care they need and can avoid returning to the hospital. This coordination allows your current provider to be aware of any emergency care or outside care needs you may experience, facilitating the coordination of follow-up care.



Close Loop Referral

We know providers are struggling to hire and to get things done efficiently. Developing workflows that can be utilized through these platforms to increase capacity. Providers can do the work better and faster while experiencing a reduction in provider burden.



What Oversight is Guiding NH Care Connections?

State Law

In compliance with State of New Hampshire RSA 126-A:4 Paragraph VI the Department is implementing a consent based solution to connect people to services.

Privacy & Security

- All parts of the system respect and value client/patient consent and privacy. Information is not shared without consent and consent can be revoked at any time.
- The software used undergoes regular risk assessments; technical physical and administrative safeguards; audit logging and monitoring; access controls aligned with the minimum necessary standard; and breach-notification policies.
- In addition to being fully HIPAA compliant, the software also aligns with the strictest federal and state privacy regulations, including 42 CFR Part 2, FERPA, VAWA, and the CCPA

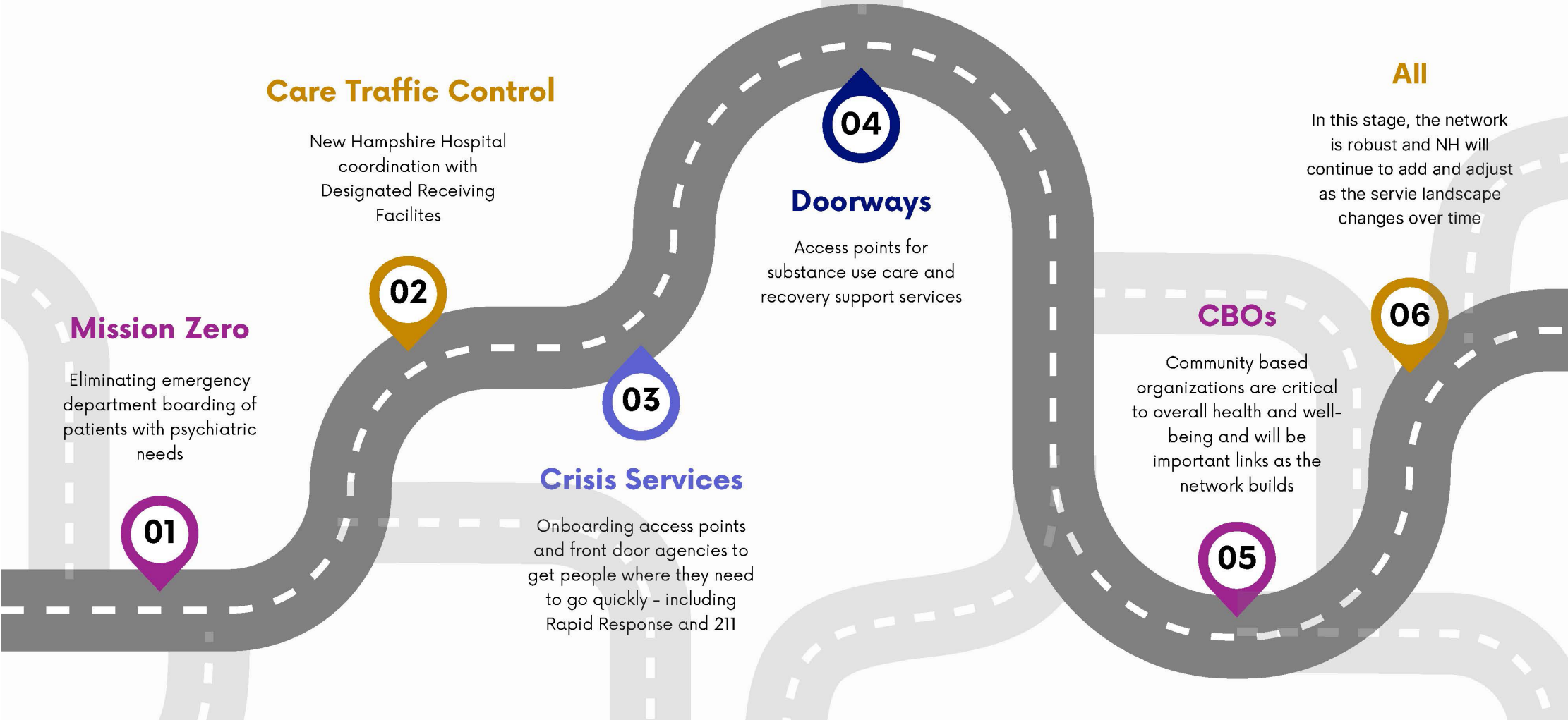


Monitoring & Reporting

These technology platforms allow partners to see aggregate reports (not individual level data). These reports give better insight into how our systems of care are functioning in NH, where there are gaps, and how to make better informed decisions for needed changes and investments.



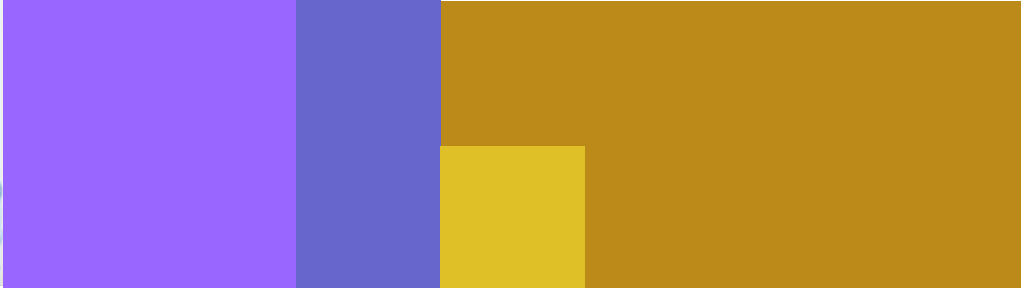
When Will Your Organization Be Onboarded to NH Care Connections? Priority Workflows for DHHS & DMAVS



NH Department of Health & Human Services



Department of Military Affairs and Veterans Services



Thank you.

Contact us:

NH Department of Health and Human Services

NH Care Connections Network

CareCoordinationInitiative@dhhs.nh.gov



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