

Building Cross-Sector Partnerships to Address SDOH: Design Sprints

With support from a grant from the Robert Wood Johnson Foundation (RWJF), the National Association of Community Health Centers (NACHC) and the Association of Asian Pacific Community Health Organizations (AAPCHO) launched “Building Cross-Sector Partnerships to Address SDOH: Design Sprints.” Using human-centered design concepts, NACHC and AAPCHO facilitated four design sprint cohorts of community health centers and their cross-sector partners to tackle social determinants of health challenges in their communities and advance health equity. Each cohort was focused on one aspect of the RWJF Theory of Change framework (purpose, data, governance, finance) to strengthen both emerging and established partnerships, and foster improved alignment between sectors.



OVERVIEW:

Cross-Sector Systems Navigation Partnership in Worcester, MA

Edward M. Kennedy Community Health Center, Family Health Center of Worcester, and the Worcester Community Action Council pursued this partnership as an opportunity to ease the burden of systems navigation for thousands of shared consumers/patients that access our respective services annually to improve health and economic outcomes by addressing SDOH.

We are mutually interested in:

- Improving access across our programs and services for shared consumers/patients,
- Reducing burden on consumers/patients who need to constantly navigate our systems; and
- Improving understanding and utility of current systems to reduce bureaucracy, influence funders/regulators to change requirements, and improve outcomes for consumers/patients.

About



EDWARD M.
KENNEDY
COMMUNITY
HEALTH CENTER

The mission of Edward M. Kennedy Community Health Center (Kennedy Community Health) is to “help people live healthier lives.” We believe that everyone has a right to accessible, high quality, comprehensive, integrated, and compassionate health care.

About

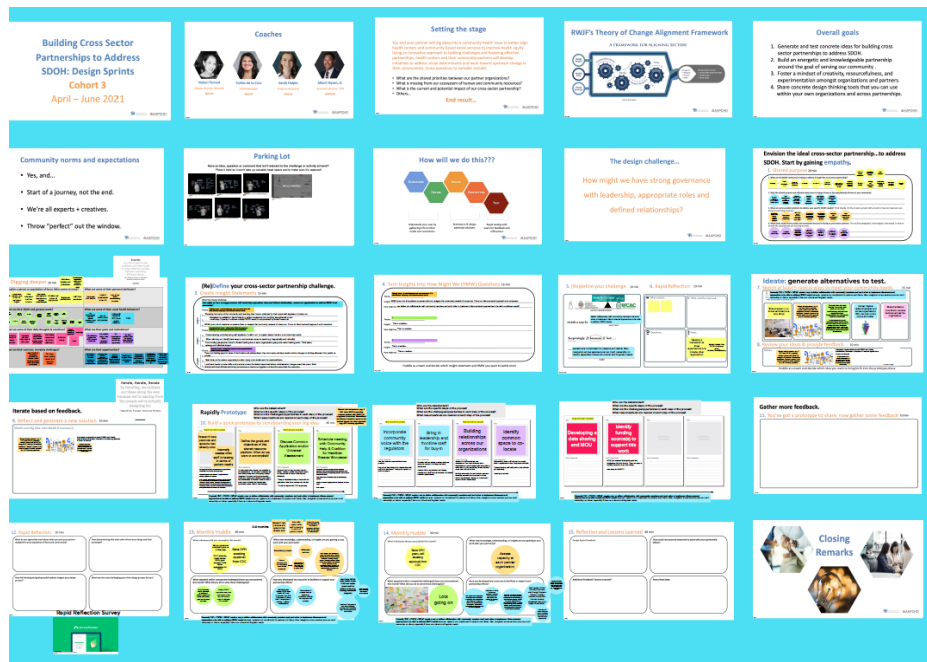


Family Health Center of Worcester is dedicated to improving the health and well-being of all residents in the Greater Worcester area, especially culturally diverse populations, by providing access to affordable, high quality, integrated, comprehensive, and respectful primary health care and social services, regardless of patients’ ability to pay.

About



Worcester Community Action Council (WCAC) mission is helping people toward economic self-sufficiency through programs, partnerships, and advocacy.



Addressing our Community Challenge

Focus of our Project:

Our project was informed and defined by mutual points of empathy for our shared consumers/patients that too often must navigate multiple and redundant systems in order to access services.

Our design's intent is built on joint interest in implementing client-centered approaches that:

- 1) Meet consumers where they are to address SDOH needs while also reducing the need for consumers to experience invasive and complicated hurdles of intake/assessment and eligibility, and
- 2) Approach systems changes through cross training, mutual agreement for data sharing and existing systems to facilitate data transfer; and elimination of redundancy that burden consumers.

Moving Forward

In addition, the partners seek to support ideas such as co-location of services, shared data agreements, cross training of staff, and improved resource and referrals for clients/patients

Next Action Steps:

Working towards creating a shared referral system beginning with cross walking patient/client intake forms and cross training staff

Team has met with Community Help, who contracts with Aunt Bertha, and will continue learning and exploring this platform to determine if this community resource platform will work as a tool for referrals; or if we need to explore alternative options.

Working to establish MOU across agencies to share data and formalize partnership

Design Sprint Highlights

INITIAL ACTIONS

- Submitted an application via the state's department of public health, to the CDC seeking three-year funding to support three community health workers at the two CHCs and local DPH, and resources for a community navigation specialist to support resource and referrals focused on SDOH needs.
- If successful, this grant will add needed capacity across our organizations and with the City's health department.
- In addition, the partners seek to support ideas such as co-location of services, shared data agreements, cross training of staff, and improved resource and referrals for clients/patients.

Support for this program was provided by a grant from the Robert Wood Johnson Foundation.

For more information about the design sprint program, please visit www.prepare.org