



PUBLIC HEALTH INSTITUTE
OF WESTERN MASSACHUSETTS

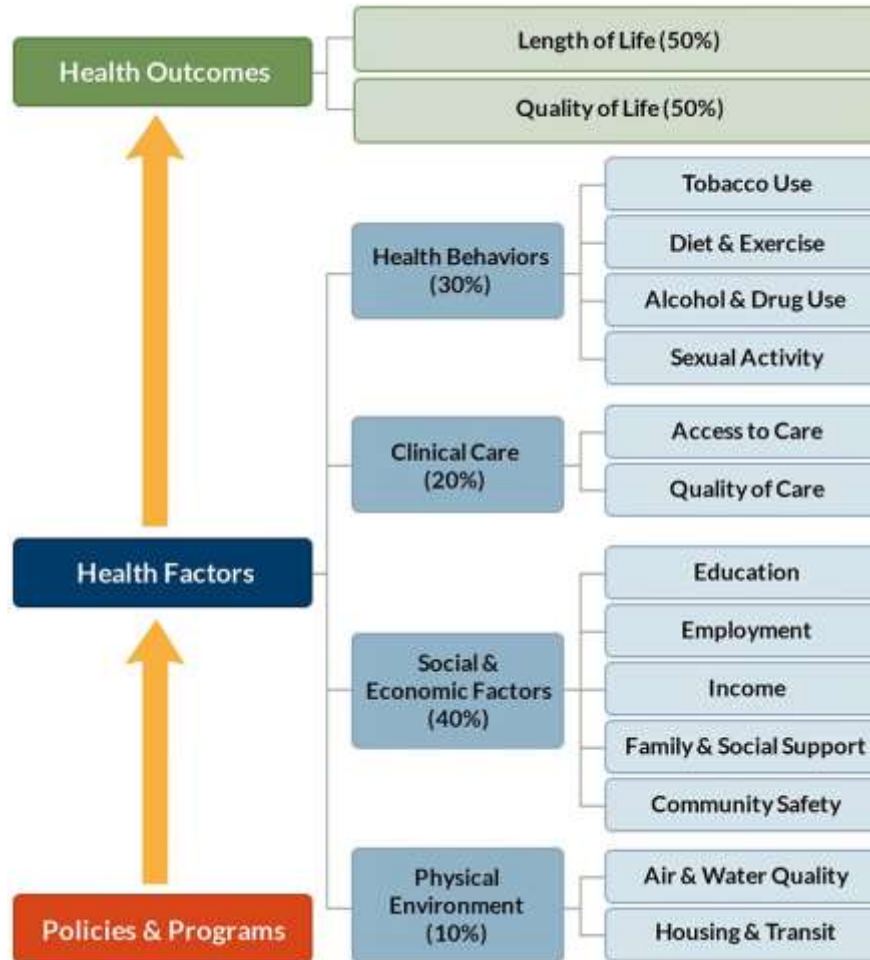
PARTNERS FOR HEALTH EQUITY

Social Services Survey

Tap into TechSpring
Jessica Collins
September 13, 2018



How is Our Health Determined





Research Questions

Questions regarding area social service organizations:

- Are providers aware of ACOs? Knowledgeable?
- What capacity do organizations and programs have to accommodate increased referrals?
- What are current practices regarding:
 - service provision
 - referrals and inter-agency communication
 - partnership with healthcare providers
 - tracking of program services and outcomes
- **What training, technical assistance, technology, software or capacity building would be most helpful?**



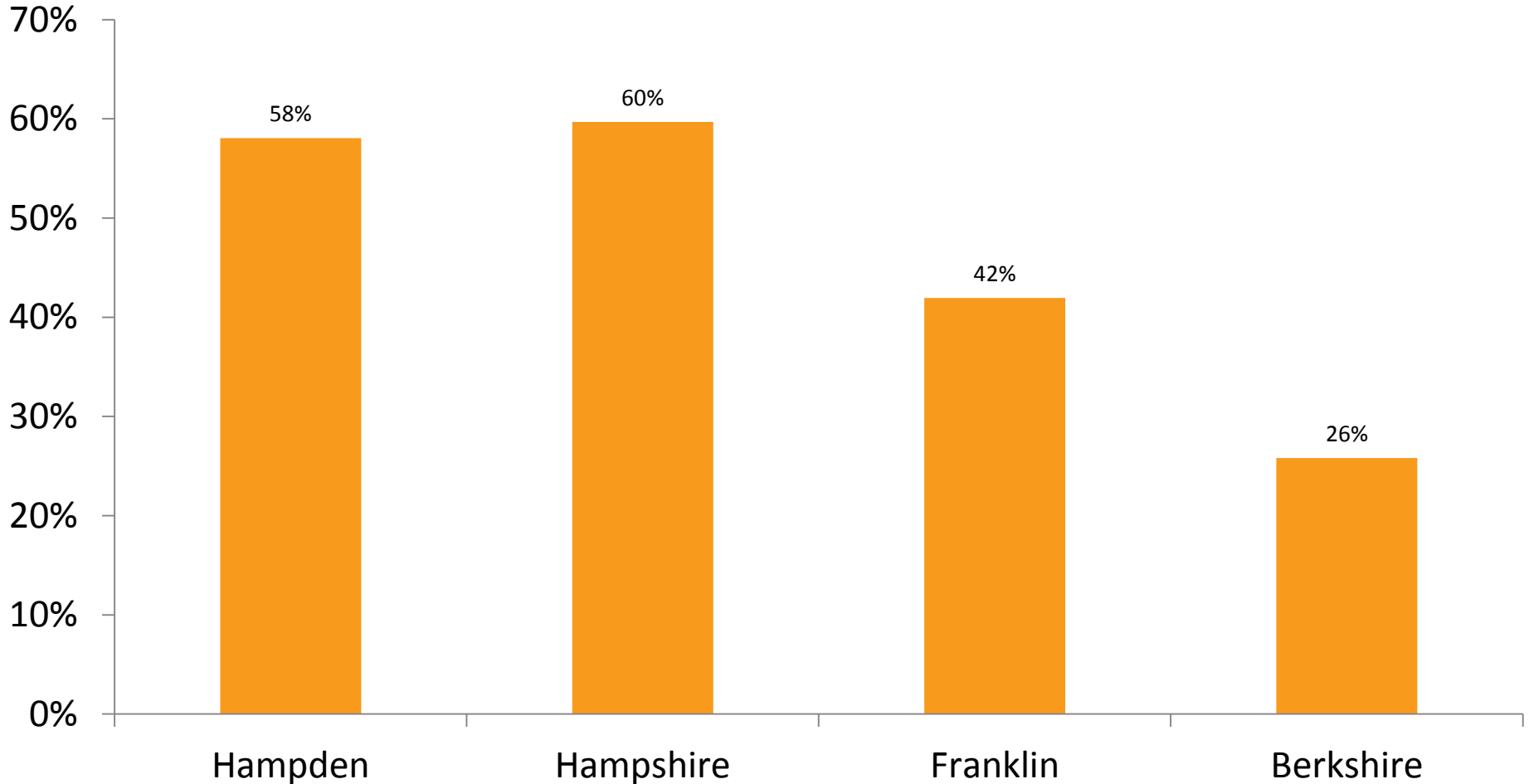
Method/Survey Results

- **Surveys** -- 62 respondents employed with social service organizations and programs
- **Key Informant interviews**
- **Group discussions (examples):**
 - Community Partners (BHN, Gandara, ServiceNet),
 - Community Action, Catholic Charities, Wayfinders, YWCA, multiple food pantries and shelters

Social Service Respondents by Organizational Service Area

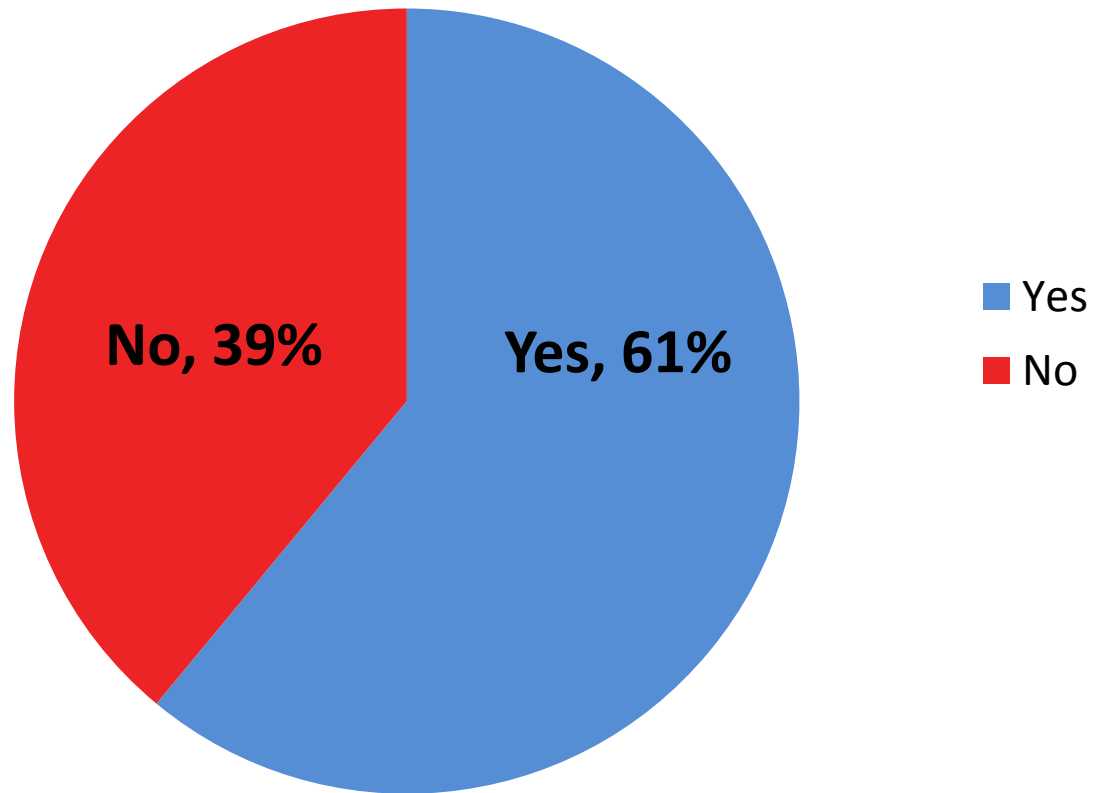
N=62

Select the counties where your organization provides services.



Heard of Accountable Care Organizations?

Prior to receiving this survey, had you heard of the state's initiative to create Accountable Care Organizations for MassHealth members?

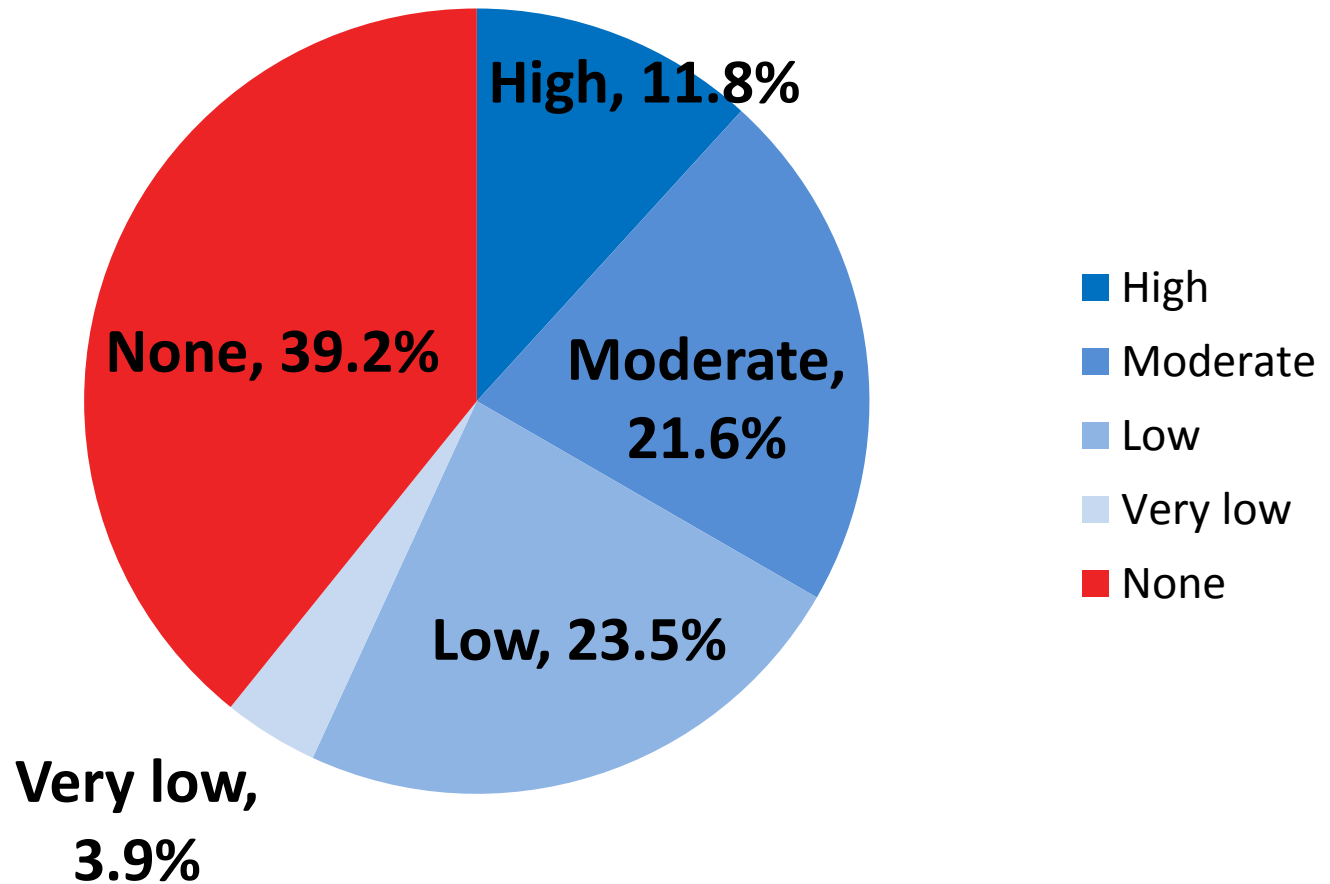


N=51

Self-reported Knowledge of ACOs

How would you rate your current level of knowledge of the state's initiative to create Accountable Care Organizations (ACOs) for MassHealth members?

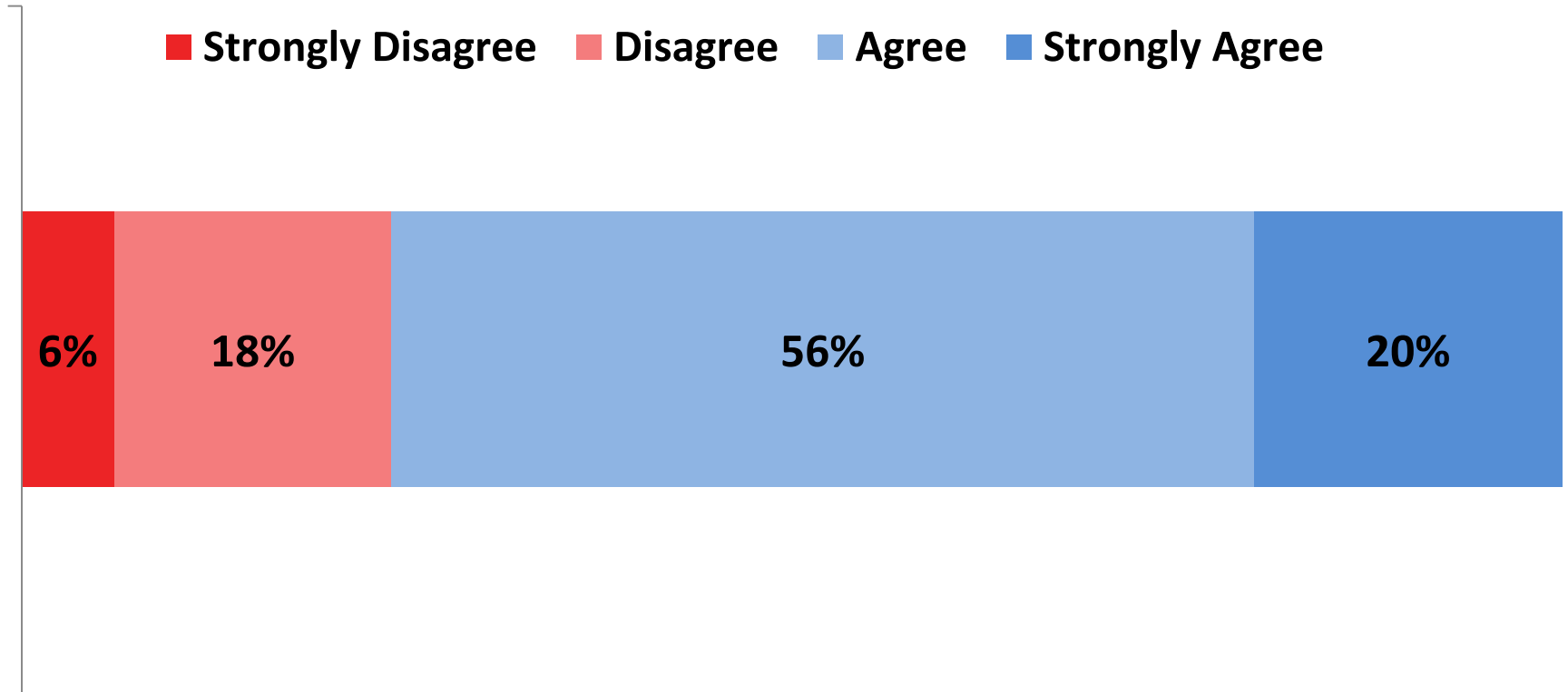
67%
reported
low or no
knowledge
of ACOs
(N=51)



Our organization is able to meet current demand for services.

N=50

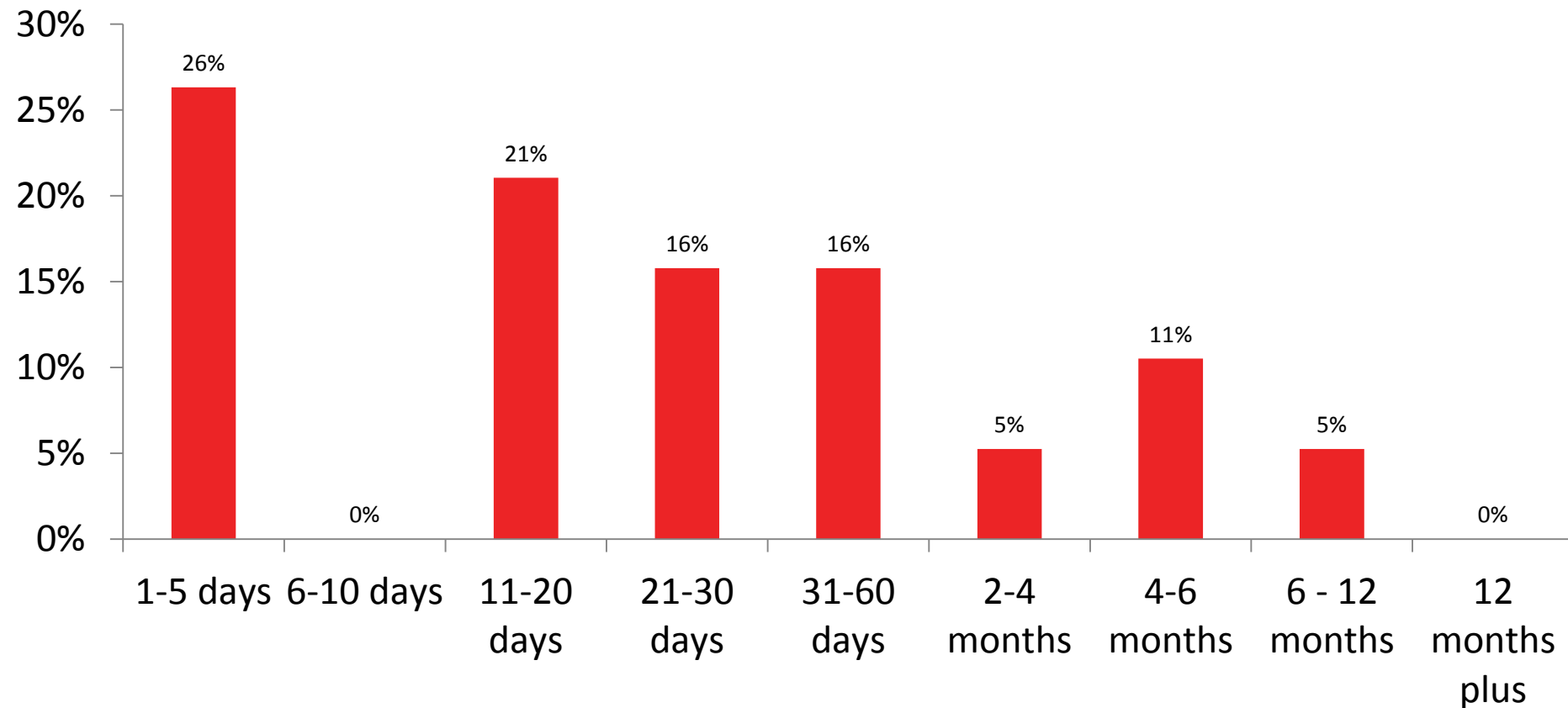
■ Strongly Disagree ■ Disagree ■ Agree ■ Strongly Agree





42% have waitlists...

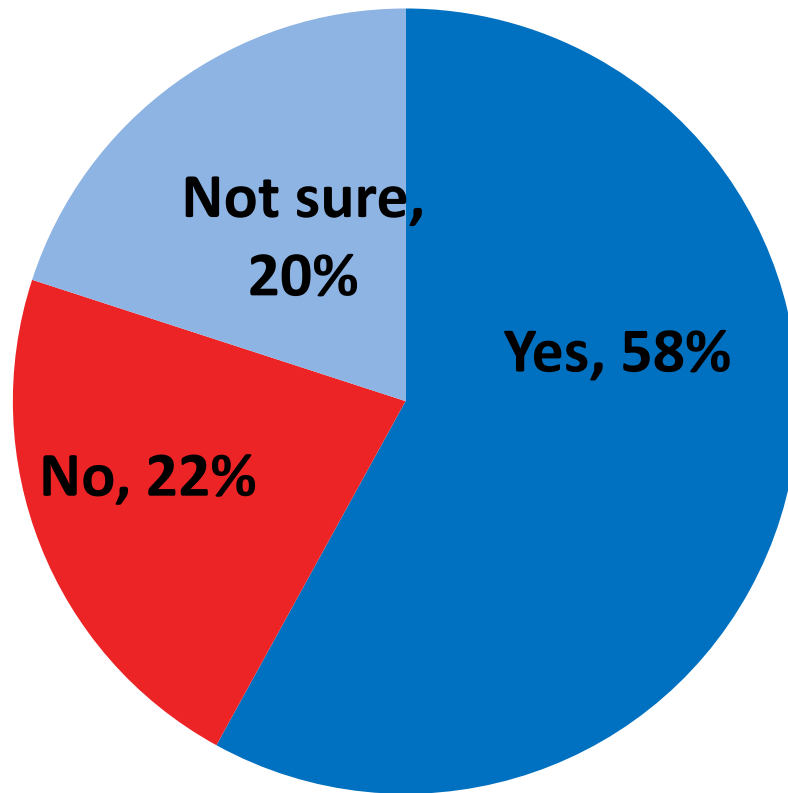
How long does an average client typically have to wait for services?



Capacity for Increased Demand

Could your organization handle any increase in the number of individuals seeking your services?

N=50

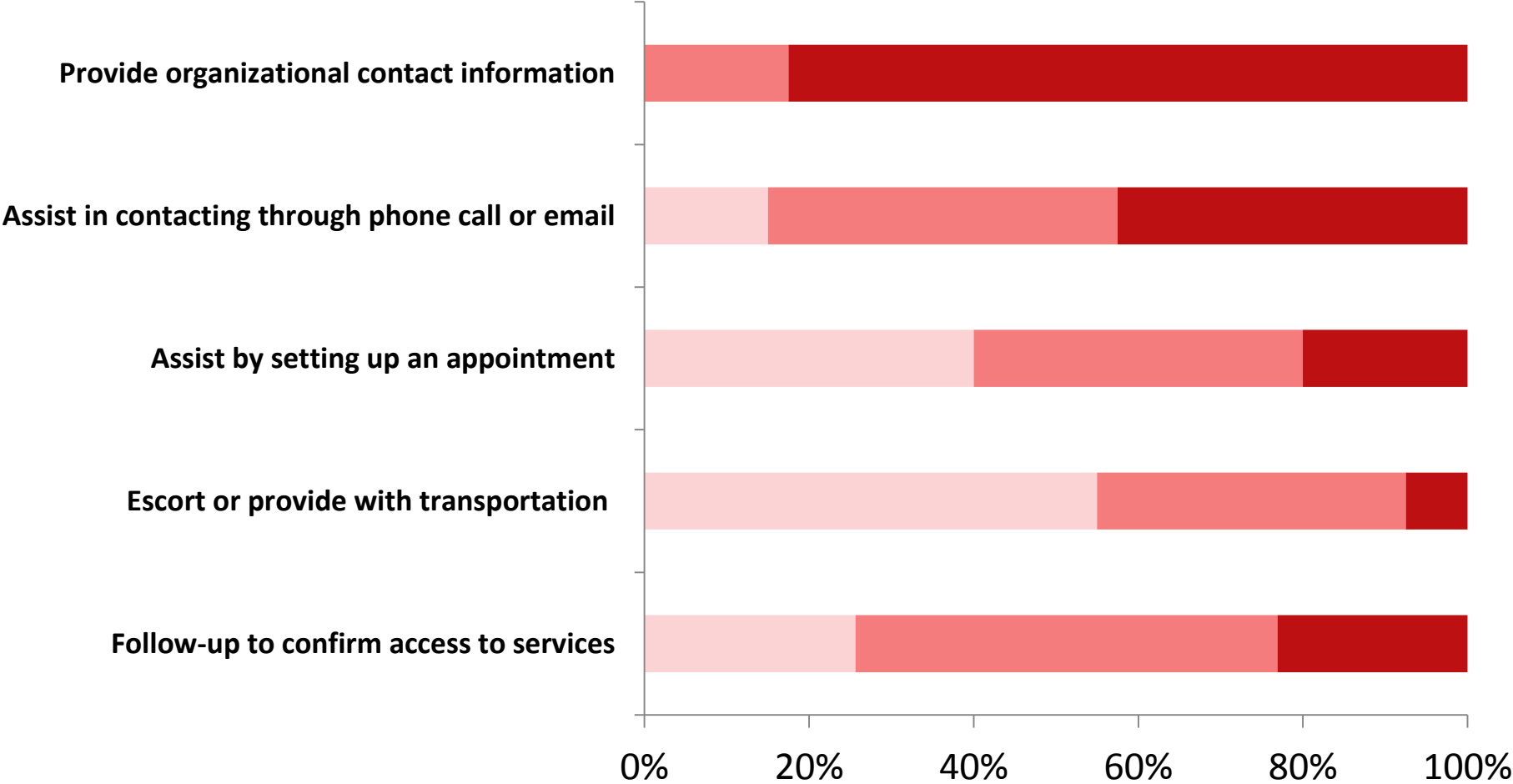


Of those who answered yes, most indicated their organization could handle an increase of 10-20% or less

Support provided to access referred services

N=40

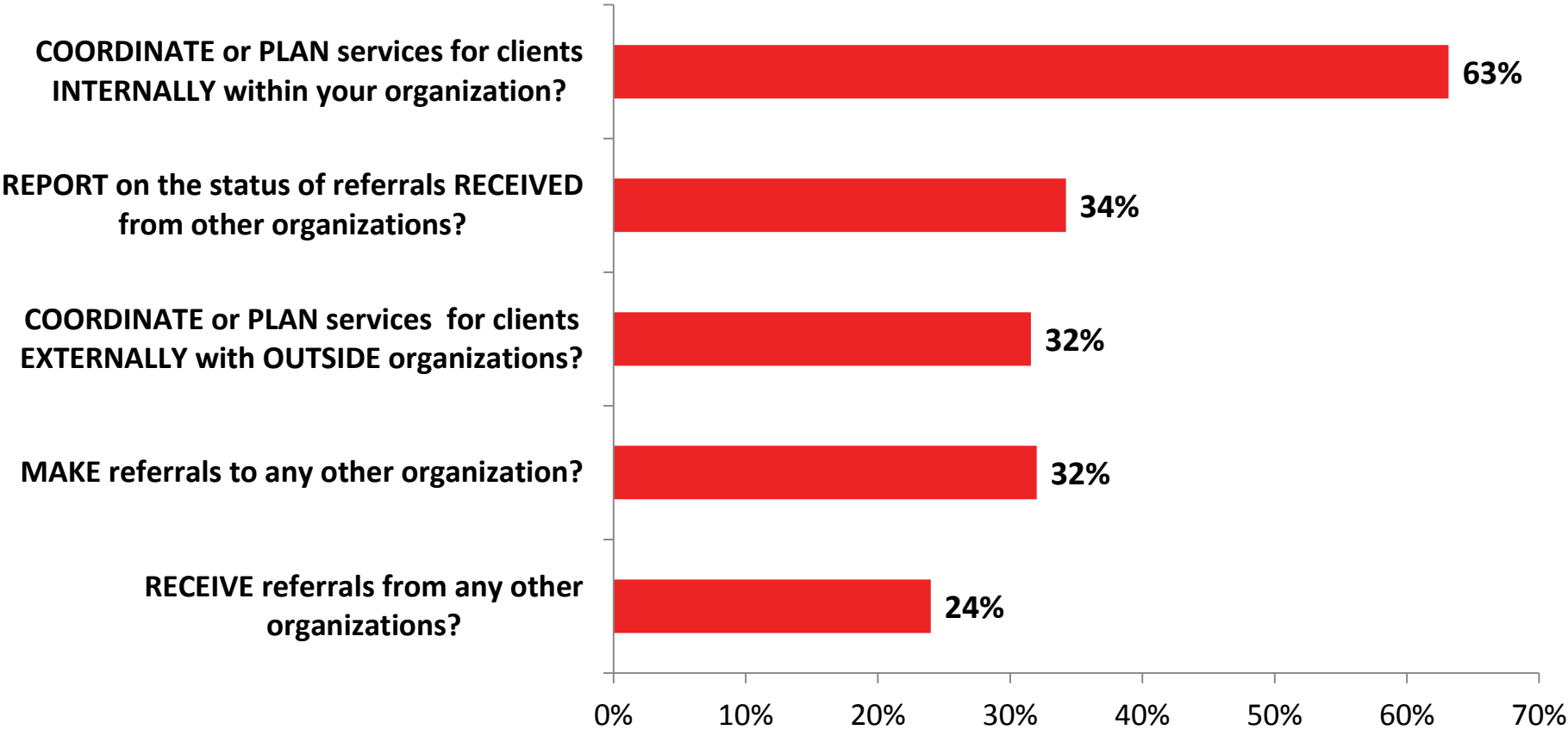
- Never to Rarely (0%-20%)
- Occasionally to Frequently (21%-70%)
- Very Frequently to Nearly Always (71% -100%)



Use of Software, Technology or Platforms to Coordinate Services

Does your organization utilize any software, application or platform to

Percent answering "Yes" N=38





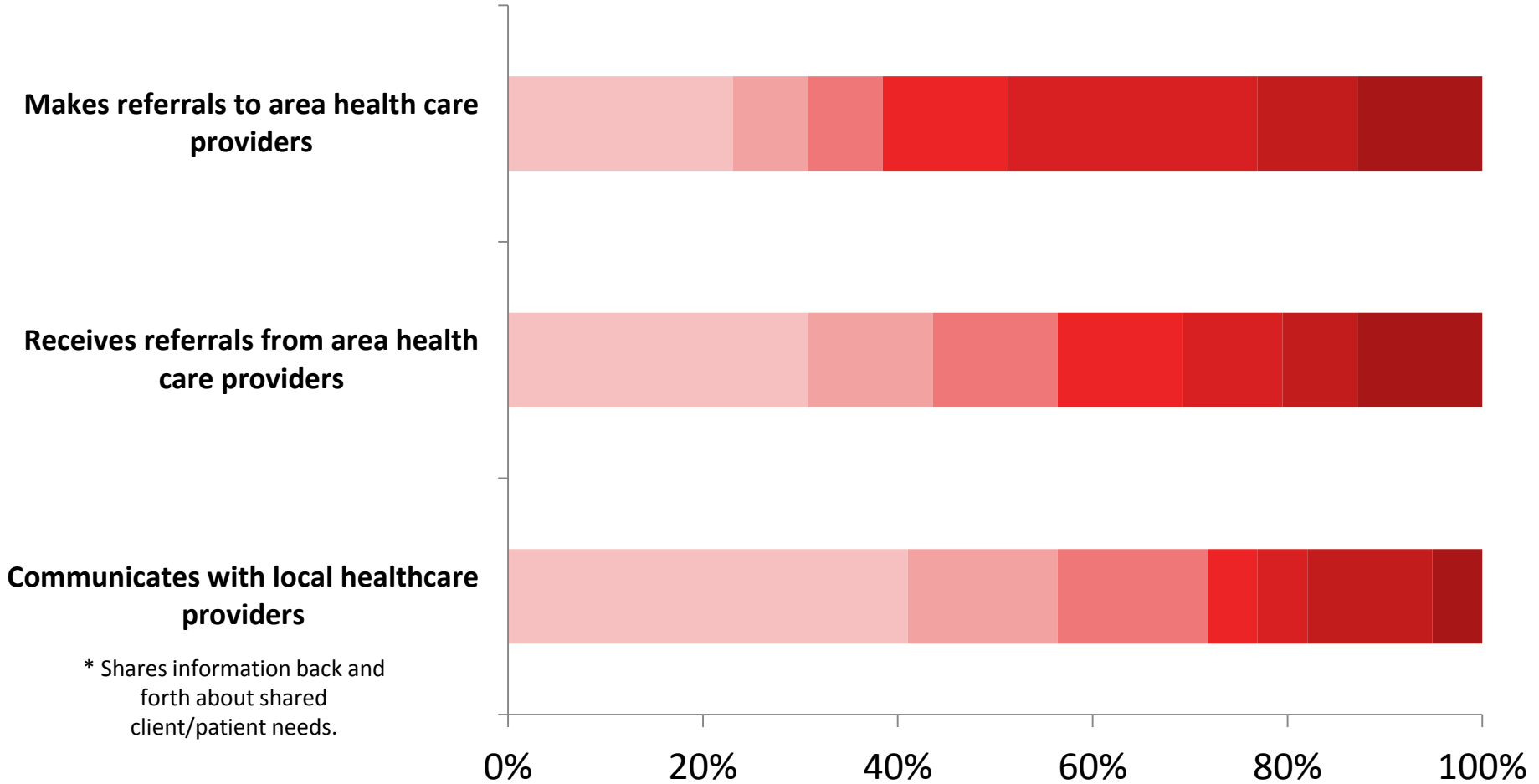
Referrals and Communications with Healthcare Providers are Rare

- **Nearly 40% refer clients to healthcare providers 3 times a month or less.**
- **Over half (56%) receive referrals from healthcare providers 3 times a month or less**
- **41% reported they “almost never” communicate* with healthcare providers**
*(*share information back and forth about shared client/patient needs)*

N=39

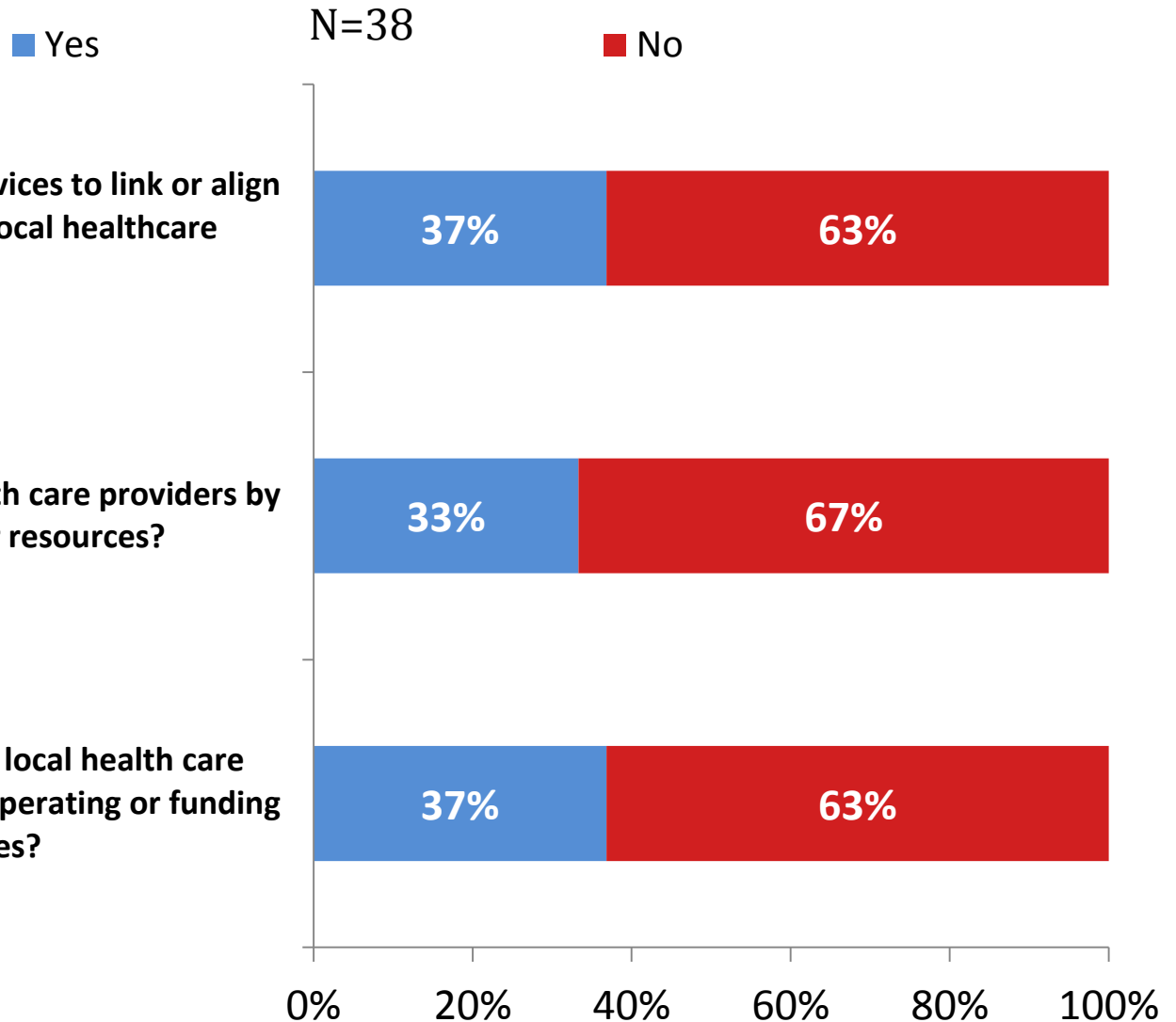
Healthcare Provider Referrals and Communication

- Almost never (0 to 2 times a year)
- Rarely (1-3 times a month)
- Often (A few times a week)
- Very Frequently (Several times a day)
- Very rarely (Every 2 to 6 months)
- Sometimes (about once a week)
- Frequently (Daily)



* Shares information back and forth about shared client/patient needs.

Healthcare Provider Levels of Partnership



**Definitions of “levels of partnership” are from BCBSFMA 2018 study.*



What would be most helpful to partner or collaborate with area healthcare providers?

- Multiple comments referred to *“Cross-training, resources, formal agreements and increased funding resources”* and *“software, technical assistance”* and *“collaboration”*
- *“A memorandum of understanding between health care providers and the center. Specific names and numbers to contact for specific issues.”*
- *“Reduce the status-driven power differential that permeates interactions with health care providers.”*



Opportunities for Bridging

- Interaction with healthcare needs to be more effective (either created or upgraded)
- High desire for Community Resource Database like a HealthLeads (staffed and updated)
- Among most there is high desire for software/system for bi-directional referral system and communication*
- Intentionality needed to create systems with organizations at the same time with the same shared vision
- Support needed to develop universal release forms/practices to enable communication on high-need clients/patients
- Push legislation for combining MassHealth/SNAP



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**I believe if better bridging between
healthcare and social services can happen in
Massachusetts – it's here in Western MA!**

Jessica Collins, Executive Director

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www.PublicHealthWM.org



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