Tracy Salisbury, Executive Director
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What is NCCARE360

- Coordinated care network
- Internet based resource tool
- Feedback loop
- Outcome of the referral
- Reporting
Before NCCARE360

Brochures, handouts, 211 resource guide

- Did agency information change?
- Did the patient follow-up?
- Did the patient lose the brochure?
- Did the patient connect with someone that could fill their need?
- Did the other agency fill their need?
Daily Workflows

Our experience

• Social determinant screenings were taking too long to get patients roomed.
• Consents
• User access
• Patient fully understanding NCCARE360
Benefits

• Electronic feedback loop and trail of communication.
• Put responsibility on agency that receives referral
• Learning more about resources
• Rejections
Struggles

- Getting agencies on board
  - Signed up but not using
  - Signed up but not checking it
  - Not signed up
- Housing
  - HUD funded organizations and the regional assessment plan
Recommendations for Success

• Champions
  • Go-Live
  • Relaunch
• Continued Outreach
• Use Resources from other counties
• Don’t get frustrated with workflows
Questions?

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