

McDowell Access to Care & Health (MATCH):

*A Case Study of Opportunities & Barriers to Community-Wide
Data Sharing*



Presented by Lanie Honeycutt

Background

MATCH

- ❖ Collaborative project
- ❖ Grant-funded
- ❖ A streamlined system of health that improves access to care, engages the patient in their physical, behavioral and social health and utilizes community resources in the best way possible.

FHASES

- ❖ Care Coordination & EHR Application
- ❖ Web-based & HIPAA-compliant
- ❖ Mission is to provide effective and efficient software solutions and consulting services that support organizations in the achievement of their goals

Network Structure

Lead Network Agency

- Executes Agreements
- Oversees Data
- Provides Support

Network Partner Agencies

- Receives Funding
- Documents Activities

Network Participating Agencies

- Appoints Network Liaison(s)
- Receives and Sends Referrals

Network Clients

- Signs Releases and Participant Agreement
- Renews Enrollment Annually

IT Design

Separate Work

- Separate Sites
- Role & User-Based Permissions

Manage Resources & Referrals

- Service Locations
- Resources
- Referrals

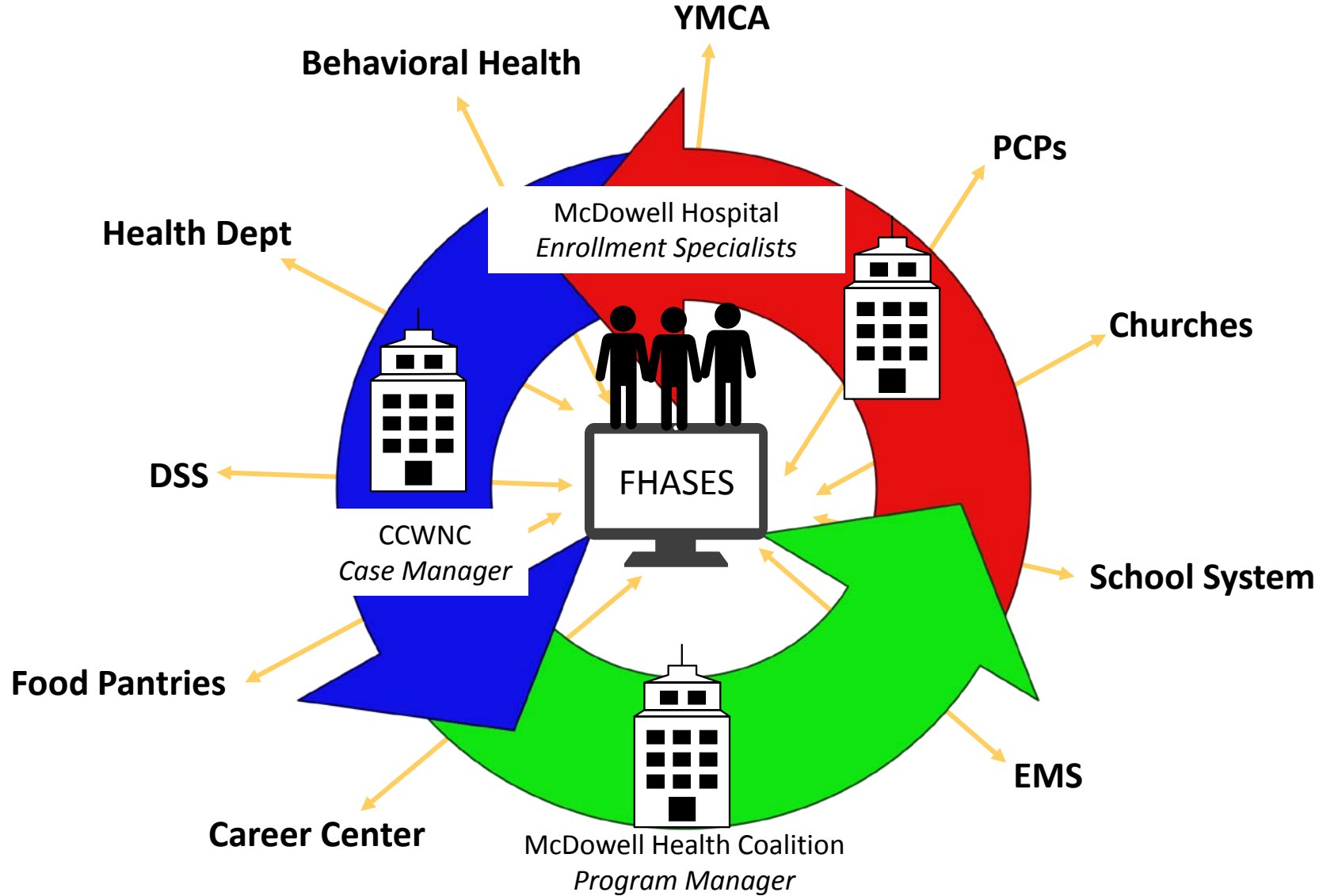
Capture Needs

- SDH Survey
- Stratify Risk
- Codified Needs

Security

- Audits
- Server
- Compliance

MATCH Network Vision



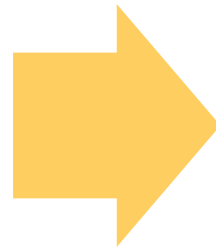
Any Agency Can Refer In

MATCH Staff Documents SDH Needs & Outbound Referrals

All Agencies Receive Outbound Referrals & Use Shared Data System

Initial Goals

All network agencies participate in shared data system, creating a closed-looped referral system.



Shared systems acts as an “information hub.”

What's Tracked?

Inputs

- Eligibility & Enrollment
- Demographics
- SDH Needs
- Referrals
- Participating Agencies & Community Resources
- Client Goal Setting & Progress
- Chronic Diseases and Conditions
- Care Level

Outcomes

- Trends in BP & A1C
- Emergency Department & Primary Care Utilization
- Progress in Client-Determined Goals (patient activation)
- Identification of Community Needs

The Reality

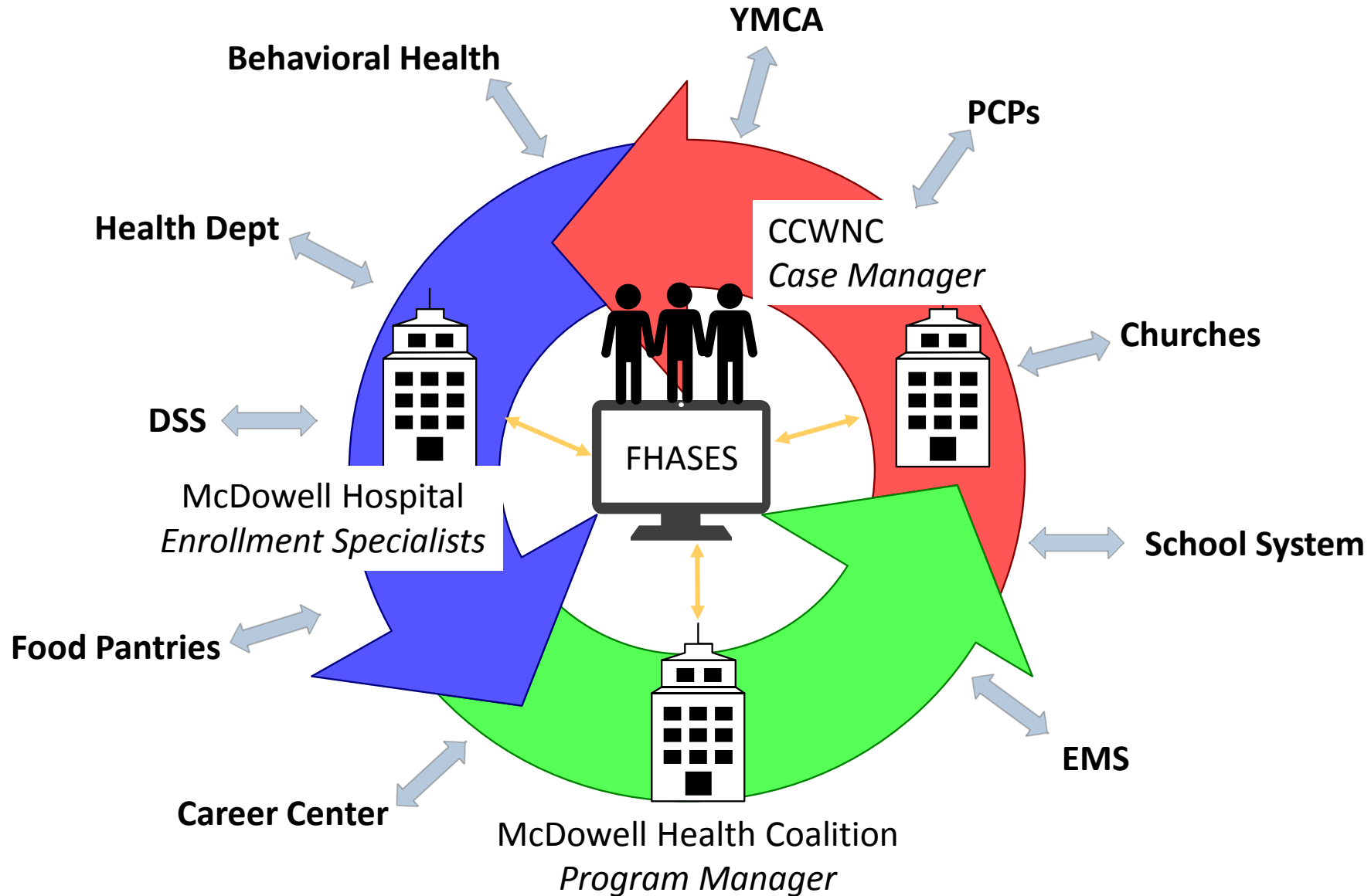
Most agencies reverted to traditional referral methods

Varying comfortability with technology and access to computers

Closing the loop on referrals

Communication and events kept network agencies engaged and active

MATCH Network



Any Agency Can Refer In

MATCH Staff Documents SDH Needs

All Agencies Receive Outbound Referrals

MATCH Staff Facilitates & Manages Referrals

Lessons Learned

IT is the Tool, Relationships are the Glue

- Trust, relationships, & an understanding the community
- On-going engagement
- Balance between capturing data & preserving client interactions

Incentives Are Key

- Duplicated data-entry and added work are barriers
- Integrations
- Build incentives into the system

Security & Technology

- A lead agency
- Security
- Simple interface, ability to integrate, readily available data

For Additional Information:

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MATCH

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