



NCCARE360



CONE HEALTH[®]
The Network for Exceptional Care



Open Door Clinic
of Alamance County

Tracy Salisbury, Executive Director
Open Door Clinic of Alamance County

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?

- Contact information:
Tracy Salisbury, Executive Director
Open Door Clinic of Alamance County
Tracy.Salisbury@conehealth.com
336-214-1705