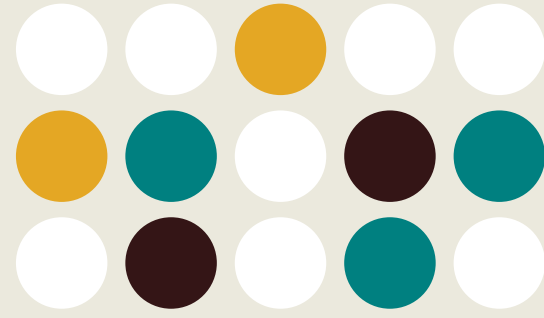


> How findhelp Supports Social Care Quality Measures



In late 2022, early 2023 the Joint Commission, National Committee for Quality Assurance (NCQA), and Centers for Medicare & Medicaid (CMS) introduced new requirements to advance health equity; healthcare and health plan organizations will be required to report on their efforts to reduce health disparities and screen patients for social determinants of health (SDoH) needs.

Findhelp is here to support you across these various policies, accreditations, certifications, and requirements. Quality measures exist to ensure healthcare organizations are providing care that does not vary in quality with specific focus on ability to provide high-quality health care that relate to one or more goals including effective, safe, efficient, patient-centered, equitable, and timely care.

6 DOMAINS OF QUALITY

 Safety

 Effectiveness

 Patient-Centeredness

 Timeliness

 Efficiency

 Equity

The Joint Commission's New Requirements to Reduce Health Disparities

These new requirements took effect on January 1, 2023, and apply to organizations in accreditation programs for ambulatory, behavioral and human services, critical access hospital, and hospital. Findhelp's product and services support all of the Joint Commission's new requirements to **Reduce Health Care Disparities**:

✓ REQ. 1

Our Community Engagement & Customer Success teams can guide your organization to develop an internal position to lead your activities to reduce health care disparities or augment that work for you

✓ REQ. 2 & 3

You can report on aggregate and individual needs identified via our configurable social care assessments; these can be integrated with your Epic EHR, & our SQL data delivery tool allows for additional risk stratification

✓ REQ. 4

Our Customer Success team can guide your organization to develop an action plan with specific deliverables to address health disparities; our Marketplace delivery program makes it easy to order, track, invoice, and deliver social goods directly to the people who need them

✓ REQ. 5

Our Customer Success team can help your organization pivot when disparity reduction goals are not met, and help guide the creation of a revised action plan to address barriers and challenges to increase your impact

✓ REQ. 6

Using our progress reports and executive reviews as starting points, we can help you identify the appropriate channels to share your progress and plans with relevant stakeholders



The Joint Commission's Health Care Equity Certification

In July 2023 the Joint Commission started accepting applications for a new **Health Care Equity Certification** to recognize organizations that go beyond the basic accreditation requirements and strive for excellence. It's a voluntary program for hospitals, separate from accreditation, with a focus on health care equity. Certification requirements build upon long-standing and recently-released health care equity accreditation requirements.

The Centers for Medicare and Medicaid Service (CMS)'s Updated Framework

CMS **updated the framework for health equity**, this has been established for the 2022-2023 term and is highlighted by the Five Health Equity Priorities for Reducing Healthcare Disparities.

PRIORITY 2

Assess Causes Disparities within the CMS Programs and Address Inequities in Policies and Operations to Close Gaps



PRIORITY 1

Expand the Collection, Reporting, and Analysis of Standardized Data



PRIORITY 3

Build Capacity of the Health Care Organizations & the Workforce to Reduce Health & Health Care Disparities



PRIORITY 4

Advance Language Access, Health Literacy, and the Provision of Culturally Tailored Services



PRIORITY 5

Increase All Forms of Accessibility to Health Care Services and Coverage



Findhelp Support Examples

- Assistance with job description development to meet the requirements for Joint Commission
- Alignment of internal goals and subsequent workflows to meet quality measures
- Emphasis on a health equity strategy to drive frontline workflows
- Advising on CHNA process and findhelp data to support creating action plans and monitoring and evaluation strategy to meet Joint Commission requirements
- Action plan creation to meet measurable goals (closed loop referrals, engagement and adoption of platform, connections, activated community partners)
- Framework for enterprise level work that includes tailored, scalable process for regional / outlying communities
- Creation of data plan to understand findhelp data points to pull in with System of Record data to measure outcomes (clinical, health equity related, utilization/ cost saving)

Unique Ways the findhelp Platform Supports Social Care Quality

NC MedAssist (Community Organization)

NC Med Assist is a large, non-profit, integrated health system supporting workflow assessment, IT resources, hardware, and support. They began partnering with findhelp in 2017, as they were converting from paper to electronic records and processes, including social care referrals via findhelp's platform. As a result of the partnership with findhelp, NC Med Assist realized increases in electronic social care referrals by 2800%, in efficiency via staff workflows and client processing, and in medication adherence in target diabetic patient population.



Ascension (Customer)

Ascension is a faith-based healthcare organization with ~2,600 sites of care across the country that utilizes findhelp SQL data to gain a deeper understanding of patient social needs by marrying referral and SDoH data to create custom analytic dashboards. Ascension reports on aggregate and individual needs identified via findhelp's configurable social care assessments, and our SQL data delivery tool allows for additional risk stratification.



Camden Coalition (Customer)

The Camden Coalition is a multidisciplinary, community-based nonprofit working to improve care for people with complex health and social needs in the city of Camden, across New Jersey, and around the country. They develop and test care management models and redesign systems in partnership with consumers, community members, health systems, community-based organizations, government agencies, payers, and more, with the goal of achieving person-centered, equitable care. Through a Data Across Sectors for Health (DASH) grant, Camden Coalition is able to link health and social care data across their HIE and findhelp platforms to support proactive workflows for COVID-19 outreach in order to identify individuals with high medical and social complexity.



> Want to learn how you can put a long-term plan in place to address these measures?

Schedule a demo with us to see how we can partner with your organization, or contact your findhelp Customer Success Manager (CSM).

