



PARTICIPATORY DESIGN TO CREATE A COMMUNITY INFORMATION EXCHANGE IN JACKSON, MI



OVERVIEW

The Jackson, MI community drew upon a long history of stakeholder collaboration in its effort to develop a community information exchange. On the medical side, the Jackson Health Network (JHN) brought medical practices and providers together as a clinically integrated network organized around a common EHR (Epic). On the community side, the Jackson Collaborative Network (JCN) was created to convene community stakeholders to work together on educational opportunity (Cradle 2 Career Network), financial stability (Financial Stability Network) and community and public health (Jackson Health Improvement Organization). These groups shared a collective vision of integrated care to serve all community members.

CHALLENGE

Early stakeholder conversations identified information exchange as a core problem: Over 200 community service agencies (CSAs) provided overlapping and duplicative services, the community 2-1-1 service was underutilized, most agencies worked from their own incomplete 'catalogs' of local CSAs, and coordination between medical, behavioral and social service providers was informal and infrequent.

SOLUTION

Under the guidance of JCN, over 40 CSAs and stakeholders entered into a participatory design process to co-create a local Community Information Exchange as part of the State Innovation Model demonstration in Jackson. Three organizations (United Way of Jackson County, Central Michigan 2-1-1 and LifeWays CMH) provided leadership in their role as local conveners. Over an 18-month period,

JACKSON HEALTH NETWORK

Jackson Health Network (JHN) is a collaboration between health care leaders, community leaders and physicians working together to improve patient outcomes and safety, and reduce overall costs through an integrated system of care.

JACKSON COMMUNITY NETWORK

Jackson Community Network (JCN) was created to convene community stakeholders to work together on educational opportunity, financial stability and community and public health within Jackson, MI

a series of design tasks were completed by commissioned ad hoc groups composed of CSA representatives and dedicated support staff for the following:

- Deciding upon overall approach to integration and scope of work for IT infrastructure build
- Identifying a vendor partner for design and implementation – RiverStar Software
- Co-designing a community care model to establish common steps in the care process for all service providers
- Developing a common community-wide SDoH screening tool and common approach to screening and identifying client/patient service needs
- Co-designing (with IT vendor) the set of key functional requirements for the Community Information Exchange (later named Jackson Care Hub)
- Co-developing the Jackson Care Hub – developing functionality, prototyping and testing
- Determining core metrics to assess performance and user satisfaction

OUTCOMES

The outcome of the participatory design process (the Jackson Care Hub) provides a shared community platform that supplements but does not replace the IT applications used by individual CSAs. It has two components:

1. Community Navigation: This enables any user to carry out screening (SDoH and behavioral health), match needs to available local service resources using an enhanced 2-1-1 database, send referral ‘tasks’ to CSAs and track their status, identify and directly message other members of the client’s active care team to coordinate care and monitor outcomes.
2. Information Exchange: This facilitates data

exchange between Hub and other IT platforms used by community providers; for example, exporting results of SDoH screening logged in the community EHR (Epic) to the Hub, moving referral ‘tasks’ back and forth between Epic and Hub as status changes to enhance tracking and follow up.

The Jackson Care Hub went ‘live’ on June 18, 2018 with 14 participating CSAs; additional CSAs are being added as rapidly as training can be completed. Hundreds of SDoH screens have been completed at CSAs and in participating medical practices, with hundreds of social service referral tasks created, sent to CSAs, and actively tracked by CSA staff, 2-1-1 navigators and SIM project staff.

The Jackson Care Hub is a technical centerpiece of a broad community initiative to integrate care for physical and behavioral health, substance abuse, and social issues that directly impact personal health and self-sufficiency. It provides screenings, referrals, communication tools and data exchange functionality between community and EHR platforms.

Learn more about Jackson County’s health initiatives at:
<https://www.co.jackson.mi.us/369/Services>

