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SWACH Network Map Summary Report: HealthConnect Hub & Broader Ecosystem: Network Maps

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SUMMARY REPORT

HealthConnect Hub & Broader Ecosystem: Network Maps

December 2022

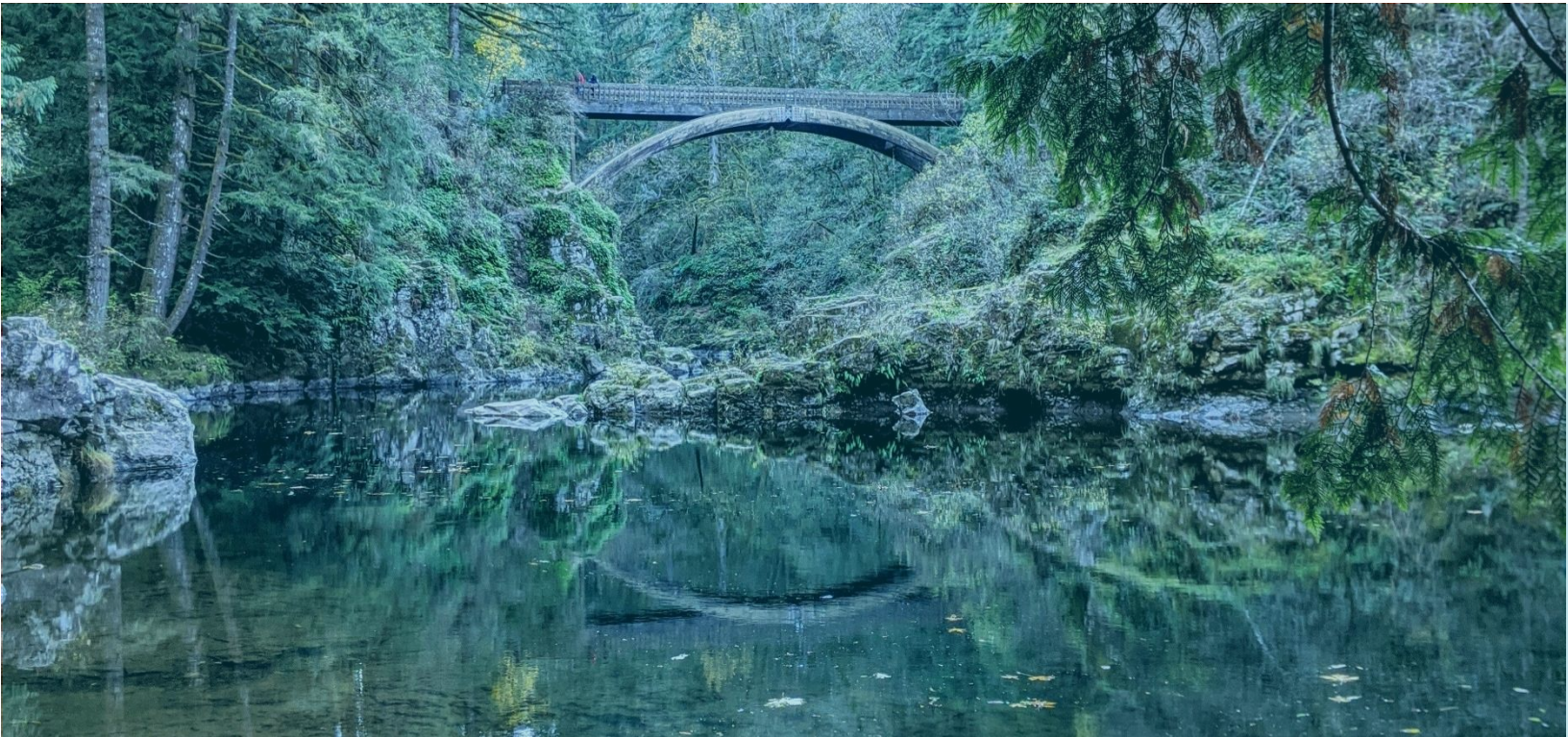


Photo by Becca Harpain on Unsplash

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Introduction

Serving Clark, Klickitat, and Skamania counties, SWACH created the HealthConnect Hub in 2019 as a central care coordination system for community members with complex health and social needs. The HealthConnect Hub aims to advance whole person health by systematically:

- ▶ Identifying program participant needs
- ▶ Coordinating referrals across physical health, behavioral health, and social services partners
- ▶ Providing support in navigating currently fragmented systems

SWACH partnered with the Center for Outcomes Research & Education (CORE) to evaluate a variety of their programs and initiatives, including the experience of those implementing the HealthConnect programs: the HealthConnect Integrated Partnership agencies (HIPs) and the community-based workers (CBWs) they employ. HIPs are community-based organizations that reflect different sectors across Southwest Washington, including physical health, behavioral health, and social services. HIPs are diverse in terms of populations served, organizational and departmental sizes, as well as levels of access to health care and social services within their service areas.

Purpose

In previous evaluation activities, CORE learned from CBWs that awareness of the full HealthConnect Hub network varied and was often lacking. CORE also learned that CBWs often work outside the HealthConnect network to meet program participant needs. Many CBWs requested more information sharing about other HIPs, including the primary services they offer.

The purpose of these Network Maps is to provide a visualization of the connections between:

- 1) the HIPs within the HealthConnect Hub network; and,**
- 2) the broader ecosystem of organizations that HIPs rely on to meet program participant needs.**

Methods

To understand the experiences of the workforce delivering care within the HealthConnect programs, CORE conducted interviews with CBWs (includes the person working directly with program participants as well as their supervisors) in the summer of 2022. In total, 31 interviews (21 with community-based workers and 10 with supervisors) were conducted at the 11 HIPs

How HealthConnect Hub works:

A community member is referred to SWACH through a partner organization or referral agency, then is added to the HealthConnect Hub and connected with a Community-Based Worker (CBW).

CBW connects a community member to the wraparound services necessary to meet their physical health, behavioral health and social needs.

Community member has a connection that can help them with acute or long-term difficulties, setting them up for success.

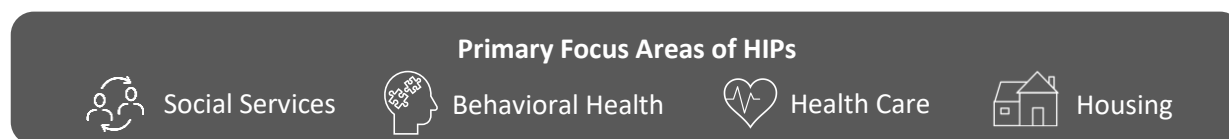
The infographic is a blue rectangular box containing three sections. Each section has an icon on the left and text on the right. The first section has an icon of two people talking and describes the referral process. The second section has icons of a house, a heart with a pulse line, and a shopping cart, and describes the wraparound services. The third section has an icon of two hands shaking and describes the ongoing support provided.

that were well-established as of May 2022. Two CBWs and one supervisor were interviewed at most HIPs, although the actual number of interview participants varied between HIPs.

HIPs that participated in the interviews in mid-2022 include:

- ▶ [Clark County Fire and Rescue](#)
- ▶ [Council for the Homeless](#)
- ▶ [Lifeline Connections](#)
- ▶ [Lutheran Community Services NW](#)
- ▶ [Outsiders Inn](#)
- ▶ [SeaMar Community Health Centers](#)
- ▶ [Skamania County Community Health](#)
- ▶ [Share](#)
- ▶ [Vancouver Housing Authority](#)
- ▶ [Washington Gorge Action Programs](#)
- ▶ [YWCA](#)

HIPs are identified throughout this report by icons to show the primary focus of their work. We recognize that many of these organizations provide a wide array of services that go beyond the primary area displayed here.



Design

The network map and connections are informed by these CBW interviews. In the maps, the size of the shape around the organization is scaled to represent the number of times an organization was named by an interviewee (e.g., organizations with larger circles were mentioned more times). Solid lines show a bidirectional relationship between two organizations; dotted lines show a relationship where a CBW described a one-way relationship.

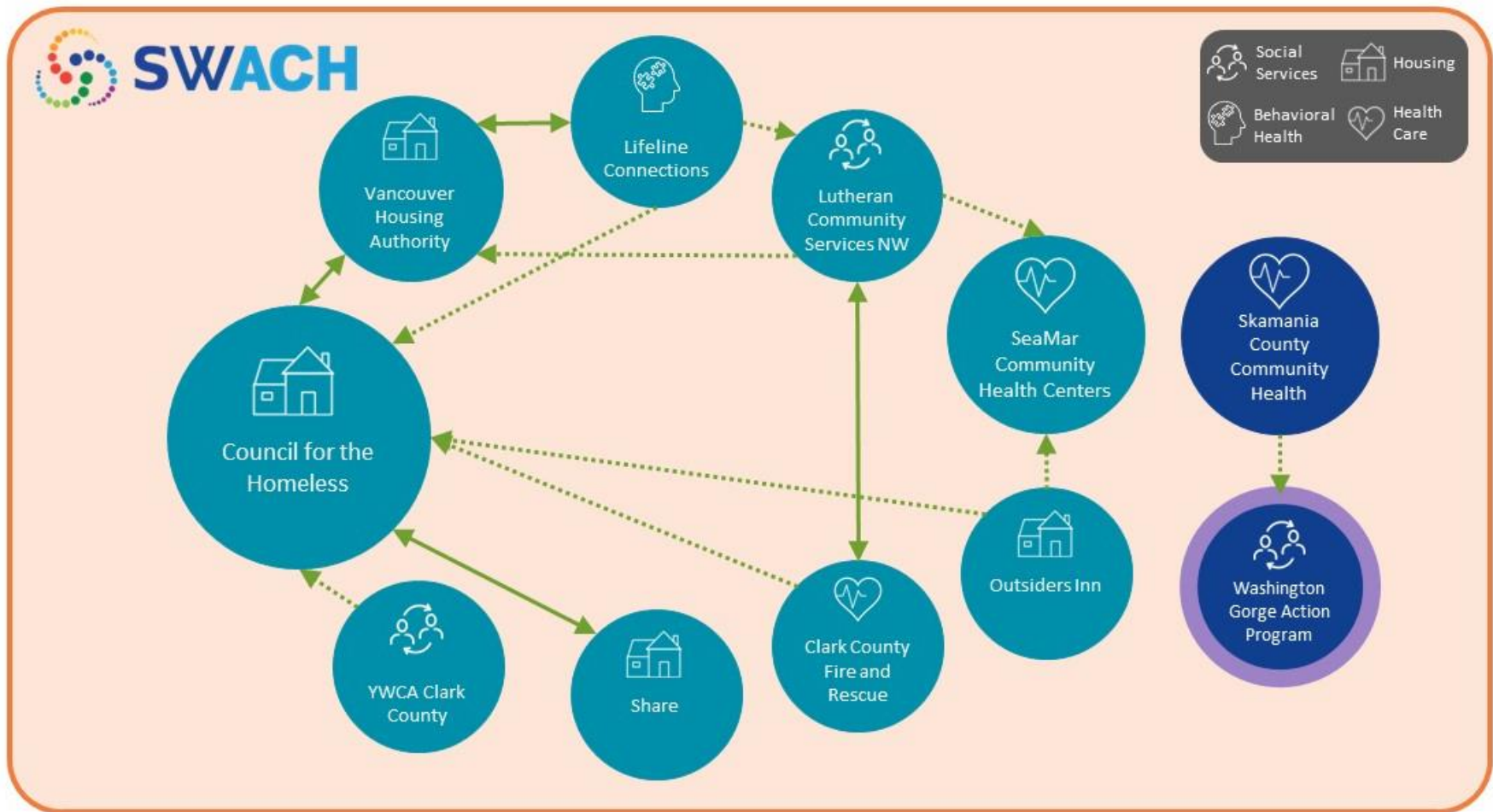
We acknowledge that these maps should not be considered exhaustive for a variety of reasons. They are not representative of all HIPs, and only capture a snapshot of the HealthConnect network from mid-2022. Interviewees were not explicitly asked to identify organizations they may work with to meet program participant needs; rather, the network maps are comprised of organizations and relationships that were named organically during the interviews and all connections are weighted equally. Furthermore, some organizations were not identified with a specific name (e.g., “the domestic violence center”), and are not represented on the maps. All connections between organizations may therefore not be represented. Additionally, differing numbers of interviewees across HIPs may have led to certain organizational connections being overrepresented or underrepresented.

What can be learned from the network maps:

- 1) How the HIPs collaborate (who works together, who is more isolated or works independently, etc.)
- 2) Which organizations outside of the HealthConnect network are relied on to meet program participant needs
- 3) Where gaps exist within the network in terms of requested needs and available services
- 4) How to build and strengthen the HealthConnect network

HealthConnect Integrated Partner Network, 2022

The **HIP Network Map** shows the connections between organizations within the HealthConnect Hub. SWACH is represented as the orange box that contains the HealthConnect network and HIPs.



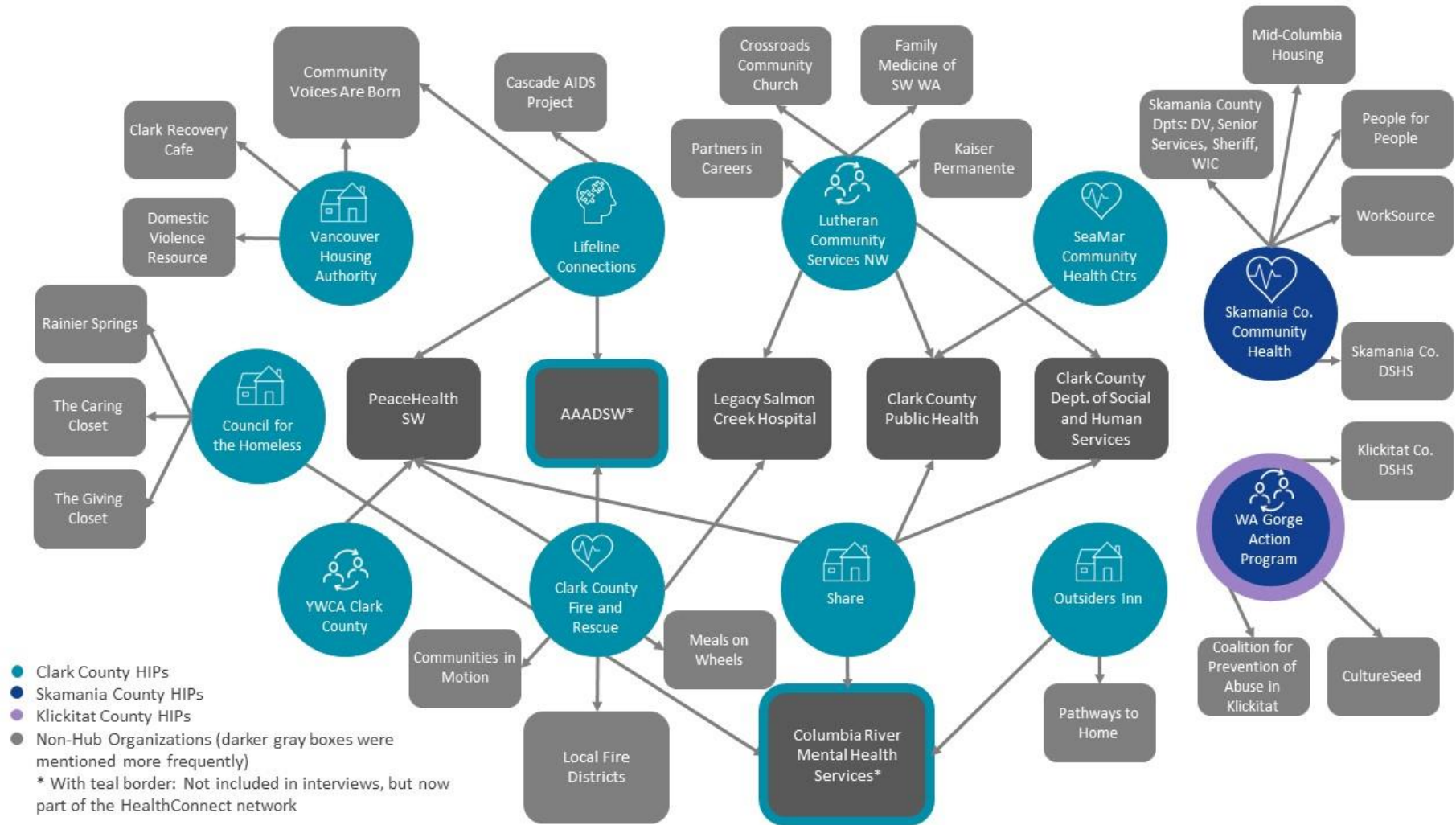
- Clark County HIPs
- Skamania County HIPs
- Klickitat County HIPs
- SWACH
- ↔ Bi-directional relationship
- Single direction relationship

HealthConnect Integrated Partner Network, 2022: Observations

- ▶ All HIPs within the HealthConnect Hub work with at least one other HIP within the network.
- ▶ There is at least some connectivity between Clark County HIPs (each Clark County HIP had a working relationship with at least one other HIP in the county).
- ▶ About half of the HIPs (5 of 11) identified a bidirectional relationship, signifying that HIPs mutually rely on each other for services and resources that their organization does not have access to.
- ▶ Council for the Homeless is the most frequently mentioned organization, working with at least six other HIPs. These connections highlight the acuity of the housing and homelessness crisis in the region, and the role of Council for the Homeless as the coordinated entry organization. Notably, Council for the Homeless also works with other housing-focused HIPs, but HIPs with other primary foci were not named by staff there.
- ▶ Rural HIPs – Skamania County Community Health and the Washington Gorge Action Program – appear isolated from the rest of the HIPs, which primarily work in Clark County.
- ▶ Some HIPs may have fewer HIP connections than expected. One limitation of this network map is that it does not show internal relationships and/or referrals. HIPs that operate more departments and programs (e.g., Washington Gorge Action Program and Lutheran Community Services NW) often connect program participants with resources and services internally, relying less on external relationships.

Ecosystem Map of External Partners, 2022

Oftentimes, HIPs must go outside the HealthConnect network to meet the complex health and social needs of program participants. The **Ecosystem Map** shows the vast array of additional organizations and services that are required to meet the needs of HealthConnect program participants. For simplicity, SWACH is not visualized in this map.



Ecosystem Map of External Partners, 2022: Observations

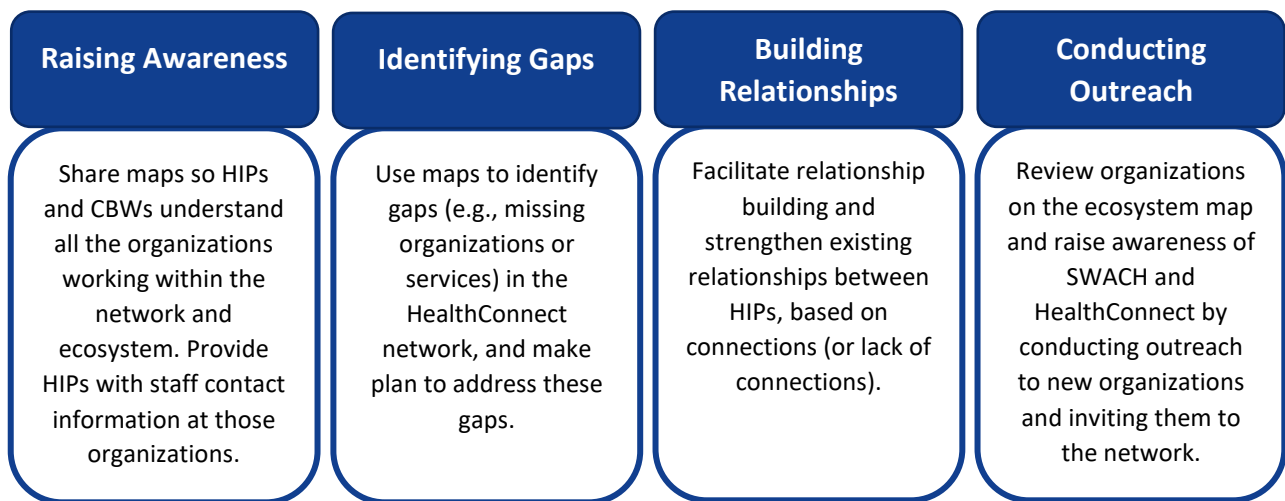
- ▶ Unprompted, all HIPs named at least one organization that they work with outside of the HIP network to meet program participants' needs. However, due to our data collection methods, not all external relationships are captured.
- ▶ Organizations outside of the HIP network are diverse and represent many different sectors, with community organizations that provide health care (e.g., PeaceHealth SW, Legacy Salmon Creek Hospital, Kaiser Permanente, and other individual clinics) working the most frequently with HIPs.
- ▶ Public agencies, such as Clark County Public Health and the Department of Social and Human Services, were named by some HIPs as organizations that provide services needed by program participants. These organizations offer critical supports for vulnerable community members as part of the social safety net.
- ▶ Three organizations – Columbia River Mental Health Services, PeaceHealth SW, the Area Agency on Aging and Disability of Southwest Washington – had multiple mentions by HIPs. This was expected as these organizations have had informal partnerships with SWACH. Recently, two of these have formally joined the HealthConnect Hub (although neither participated in these interviews).
- ▶ Noticeably, rural HIPs in Skamania and Klickitat counties continue to be disconnected with counterparts in Clark County. The geographic isolation may be a barrier to collaboration among the full network.
- ▶ One limitation of this map is that it does not capture any non-organizational connections and/or relationships that CBWs rely on (e.g., knowledge of the person in the community willing to give free rides to people or prepare meals). These connections and/or relationships are typically more informal and personal (unique to each individual CBW) than the direct connections between two HIPs. In particular, the depiction in the ecosystem map of more isolated HIPs' external connections may be underrepresented due to this limitation.

A broad array of organizations is critical to the success of wraparound services and community-based care coordination. Community members with complex health and social needs often encounter siloed services that make it difficult to access the healthcare and social supports they need to thrive. The ecosystem that HIPs operate within improves access to these needed services.

Conclusion

The HealthConnect Hub works to reduce the silos between organizations and improve access to care and services for individuals with complex health and social needs. The relationships between HIPs are facilitated through the existence of the HealthConnect Hub, but the complex needs of program participants require support from a broad range of organizations. A wide array of community-based organizations are a part of the HealthConnect Hub ecosystem, and interviewees highlighted these relationships unprompted, demonstrating the importance of these relationships in providing comprehensive services to program participants.

SWACH can use these maps to strengthen the HealthConnect Hub and improve community-based care coordination by:



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The Center for Outcomes Research and Education (CORE) is an independent team of scientists, researchers, and data experts with a vision for a healthier, more equitable future. Based in Portland, Oregon, we partner with changemakers and communities to take on today's biggest barriers to better health. Through research, evaluation, and analytics, we provide insights that help shape and sustain healthier systems, policies, and programs.

Contact: *Ben Gronowski*, benjamin.gronowski@providence.org