



# DELIVERING BETTER HEALTH OUTCOMES TO ANOKA COUNTY

## How Care Resource Connection Works With Public Health & Safety to Offer a Community Health Program

A Community Health Program identifies and serves the unique needs of an individual community by bridging the gaps to care and services. What began as a reactive approach that followed a 911 call for help, this work has evolved into a Community Health Alliance and includes prevention and follow up, thus disrupting the "sickcare" model.

While our community's first responders are there to answer the call, they can only do so much to meet the needs of residents. Whether it is a senior adult who has fallen in their home, a person suffering in silence with a mental illness, or someone who is afraid to be seen by a doctor for fear of retaliation or reporting, the Alliance aims to ensure equitable access to connect to care and services.

We gather an individual's social determinants of health and build a coordinated care team around them. Patients are centered in their care plans and get the ongoing help they need, regardless of age, background, language or literacy level, etc. Through our network of partners, the Community Health Alliance serves communities and individuals in many ways, including: after a 911 call, post-discharge from the hospital, through rehabilitation, when home care ends, graduating hospice, and after an emergency room discharge from a fall. We follow up with the patient every 30 days for 120 days, each month sending updates to the full care team.

The Community Health Team includes fire and police departments, medical directors, hospitals and federally qualified health centers, community clinics, care coordinators, long term care and skilled nursing facilities, home care and hospice agencies, public health and state health officials, community paramedics, EMTs, community healthcare workers, social workers, nurses and physical/occupational therapists, and partnerships with healthcare and business professionals, both for and not-for-profit, with community resources.



CARE Resource Connection is a nonprofit 501(c)(3) organization composed of healthcare, public service, and business professionals who are dedicated to building thriving and healthy communities



Bridging the gaps between our community and the resources they need by reducing social, economic, and psychological barriers to care & service



Empowering and creating advocates in health, safety & wellness to create measurable differences in the lives of the community members we serve



## THE NEED

The Alliance is essential to improving equity in health and healthcare, finding cost-efficient and effective solutions, and building relationships between residents, service providers, and across the entire community.

Every day, we see this need play out as three million older Americans are treated annually for injuries from falling (CDC), millions of 65+ year-olds across the country live in poverty (FAS), and an older adult goes to the emergency room every 11 seconds because they fell (NCOA).

We know that the tools, the compassion, and the services exist. The Alliance helps them work better together.

## OUR APPROACH

### **“Are you open and willing to accept help?”**

This straightforward question can throw a lifeline to someone who needs help and doesn't know how to get it. It opens the door to a conversation that connects individuals with resources and support they probably don't even know exists.

When an Anoka County community member says they *will* accept additional help, firefighters or another public safety team member connect them to a Community Health Alliance Care Coordinator who then connects the patient with the services, experts, and follow-up needed to prioritize safety, health, and wellbeing.

The Community Health Alliance bridges the gaps that exist between community members and the resources they need by utilizing a vast network of individuals and relationships within the medical community. From services as small as checking in after a hospital discharge to as large as working with family and primary care teams, the Alliance is able to fill the voids all too often left open for our most vulnerable populations.

This simple and straightforward approach can be the key to unlocking doors that hold back better health – and the simplicity extends to replication. The Alliance's work is highly replicable for communities looking for new ways to address challenges of supporting residents who need services, are highly vulnerable to repeated injury, and who are often lost between the shuffle of emergency services and ongoing care.



CARE RESOURCE CONNECTION RECEIVES FUNDING TO SERVE ANOKA COUNTY FROM THE MINNESOTA DEPARTMENT OF HEALTH THROUGH ITS REGIONAL HEALTH EQUITY NETWORK GRANT PROGRAM.

