# **Care Connections Theory of Change**

### **Barriers** to Coverage and Care

Cost burden

Housing status

Food insecurity

Provider bias

Transportation

Cultural isolation

Language

Poverty

Racism

Literacy



## Models and **Services to Break Down Barriers**



#### Early **Outcomes**

Understand needs; take action to meet immediate needs; build trust and relationship: and plan for addressing additional needs

#### Intermediate **Outcomes**

Meet additional needs; build knowledge and awareness of needs and how to get needs met; education on how to navigate health and social services systems

- 1. Additional needs (AN) met/symptom reduction
- 2. Successful AN referrals
- Self-referral
- 4. Improved knowledge of needs
- 5. Improved knowledge of how to access services
- 6. Increased confidence: access
- 7. Consumer satisfaction with care/services received

1. Additional needs met

3. Type and # of referrals

4. Successful AN referrals

5. Number of self-referrals

6. Knowledge of needs

7. Knowledge of how to

8. Consumer satisfaction with services received

access services

delivered and frequency

2. Specific services

of delivery

Data Capture

#### Data Capture

- 1. Consumer Information (Population. demographic info,
- 2. Specific services delivered and frequency
- 4. Type and # of referrals
- Referral success (consumer kept appointments)
- Time between need identification and services received
- Consumer satisfaction with relationship and services received

#### 1. Immediate needs (IN) met/symptom

2. Additional needs identified and plan developed

reduction

- Successful IN Referrals
- 4. Create and maintain trusting, positive & helpful relationship
- Consumer satisfaction with coordinated services received

- needs, barriers, status)
- of delivery
- 3. Immediate need(s) met
- made

# Long **Term** Outcomes

- 1. Ability to independently navigate health/social services system
- 2. Improved quality of life
- 3. Improved health outcomes





health care

assistance

transportation

health services

Billing/paperwork navigation and

Transport or securing access to

Medication pick-up and delivery

Coordination with employers

Financial literacy training and support

Direct provision of individual or group primary care, mental health or oral

Models

Care Coordination

· Community Health Worker

Healthcare Navigation

Case Management

Care Services

Mental Health Engagement Specialists





