Care Connections Theory of Change

Barriers to Coverage and Care

- Cost burden
- Language
- Poverty
- Housing status
- Food insecurity
- Racism
- Provider bias
- Transportation
- Literacy
- Cultural isolation
- Documentation status
- Trust
- Uninsurable

Models and Services to Break Down Barriers

Models
- Care Coordination
- Community Health Worker
- Mental Health Engagement Specialists
- Healthcare Navigation
- Case Management
- Care Services
  - Securing services/referrals/identify providers
  - Schedule/assist with appointments
  - Insurance assistance/benefits – Medicaid, Marketplace
  - Health literacy/promotion and education
  - Interpretation and translation
  - Patient/consumer advocacy
  - Outreach and assessment with consumers
- Provision of, or access, to health screenings
- Follow-up/regular check-in
- Training/education for agency personnel
- Optional or Enhanced Services
  - Emergency financial assistance for health care
  - Billing/paperwork navigation and assistance
  - Financial literacy training and support
  - Transport or securing access to transportation
  - Medication pick-up and delivery
  - Direct provision of individual or group primary care, mental health or oral health services
  - Coordination with employers

Early Outcomes

1. Immediate needs (IN) met/symptom reduction
2. Additional needs identified and plan developed
3. Successful IN Referrals
4. Create and maintain trusting, positive & helpful relationship
5. Consumer satisfaction with coordinated services received

Data Capture
1. Consumer Information (Population, demographic info, needs, barriers, status)
2. Specific services delivered and frequency of delivery
3. Immediate need(s) met
4. Type and # of referrals made
5. Referral success (consumer kept appointments)
6. Time between need identification and services received
7. Consumer satisfaction with relationship and services received

Intermediate Outcomes

1. Additional needs (AN) met/symptom reduction
2. Successful AN referrals
3. 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

Data Capture
1. Additional needs met
2. Specific services delivered and frequency of delivery
3. Type and # of referrals
4. Successful AN referrals
5. Number of self-referrals
6. Knowledge of needs
7. Knowledge of how to access services
8. Consumer satisfaction with services received

Long Term Outcomes

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