

**Integration of health and human services is an imperative that many states and localities are pursuing in earnest. Successful integration enables the highest-cost, highest-need clients to have access to well-coordinated services from multiple Health and Human Services (HHS) programs, a daunting and multi-layered undertaking. To be successful, HHS agencies must:**

- » Develop and implement service coordination protocols and tools
- » Provide their personnel with the ability to access information in a secure, yet unencumbered, manner
- » Enable their personnel to use and share information consistent with federal, state, and local laws and regulations
- » Develop and implement comprehensive performance management plans and systems

## THE CHALLENGE

State and local HHS agencies across the country face a common set of challenges to achieving well-coordinated and fully integrated health and human services, including:

- » Multiple and disparate information systems that cannot exchange data to enable service coordination
- » Fragmented and overlapping workflows and service delivery
- » Multiple funding streams with different, redundant, and conflicting services, eligibility, enrollment, compliance and reporting requirements
- » Legal and risk-management restrictions on data sharing
- » Lack of formal governance structures and processes needed to integrate systems and services across agencies, programs, and external stakeholders

## THE SOLUTIONS

The Health Performance Accelerator (HPA) set of solutions, developed by Health Management Associates (HMA) and HealthEC, provide consulting and advisory services that help state and local HHS agencies design and deploy the “connective layer” of business processes required for improved coordination of services across programs. Additionally, after developing data access, use, and sharing protocols and governance processes these agencies can deploy the information technology required for greater integration of services. HMA can support the development of those protocols and processes, and HealthEC can deliver the necessary data aggregation and analytics platform.

## KEY SOLUTION FEATURES

### HMA capabilities include:

- » Development and implementation of service coordination protocols (“collaborative practice models” and “logic models”)
- » Development and implementation of data access, use and sharing protocols that accurately reflect federal and state requirements for regulating access to, use of, and sharing of HHS information
- » Development of funding plans that incorporate fund braiding, alternative sources of funding, and other funding optimization strategies
- » Governance body design, implementation, and facilitation - including charter development and decision-making protocols, tools, and aids
- » Technical assistance, coaching, and training on how to deploy and successfully operationalize integrated service delivery models, protocols, and tools

### HealthEC capabilities include:

- » Deployment and ongoing maintenance and support of a cloud-based enterprise registry/repository of client profile, service utilization history, provider, and case management information
- » Technical assistance on performance management system design and implementation

## PROVEN RESULTS

**Our tailored consulting and advisory services and customizable analytics platforms have positioned an array of clients to succeed.**

### Department of Health and Social Services

HMA was engaged to create an integrated data sharing system which included a scan of the regulatory environment for data sharing across programs and departments. HMA developed a policy framework to enable the sharing of physical health, behavioral health, and social service data, an assessment of the technical environment for data sharing across programs and multiple funding streams, and integrating a data sharing framework that includes mapping business flows and workflows.

### County Health and Human Services

The county aimed to develop and implement an integrative system IT roadmap in order support an integrated model of care. HMA developed a multi-year implementation plan for the county including an integrated human services delivery model.

### County Initiative

Engaged to develop a community health data repository, HMA convened HHS stakeholders across the county to develop the business case for a community health data repository that initially would support the county's initiative while being extensible and scalable to support other initiatives.

Once approved, HMA led the design of a community health data repository, and solicited input from several higher-education institutions, the county's health information exchange, and the county's HHS agency to enhance and “reality-check” the design.

In addition, HMA developed a budget and implementation plan for the proposed community health data repository that accounted for the capability and willingness of the client.