

TRANSFORMING COMPLEX CARE PROFILE

AccessHealth Spartanburg

Leveraging community partnerships to improve care for an uninsured population with complex health and social needs

AccessHealth Spartanburg (AHS) is a non-profit program that provides care coordination, navigation, and referral to community-based health and social services for low-income, uninsured adults in Spartanburg, South Carolina, a Robert Wood Johnson Foundation *Culture of Health* Prize awardee. AHS is a partnership of 10 community organizations that combines strong relationships with primary and specialty care providers with high-quality case management services for Spartanburg County's uninsured population. Through a network of physicians who volunteer their time, AHS connects eligible patients to primary care providers, specialists, behavioral health services, and prescription assistance.

Pilot Focus

Building on previous pilots in which community health workers (CHWs) have proven adept at engaging patients and providing care navigation services, AHS is adding a full-time CHW to its care team of nurses, care navigators, and social workers. AHS is also developing a case severity tool that uses 18 weighted medical and psychosocial markers to stratify patients into low-, moderate-, and high-risk categories. This risk stratification will eventually inform the development of standardized case management protocols and interventions.

Pilot Patient Population

AHS serves approximately 3,000 uninsured Spartanburg residents living at or below 150 percent of the federal poverty level. The program receives referrals from providers and emergency departments, as well as self-referrals, for patients with high rates of chronic medical conditions and behavioral health needs, including substance use disorders.

About Transforming Complex Care

These profiles feature participants in *Transforming Complex Care*, a national initiative made possible with support from the Robert Wood Johnson Foundation. The Center for Health Care Strategies is directing this multi-site demonstration to support the development of highly replicable care models for individuals with complex medical and social needs. For more information, visit www.chcs.org.

Key Program Partnerships

The AccessHealth model leverages robust community partnerships to provide patients with the medical and social supports they need. Physicians throughout the county volunteer by treating patients, referred by AHS, in their own offices or at the local free medical clinic. Additional AHS partners include:

- Spartanburg County Detention Facility;
- Spartanburg Vocational Rehabilitation;
- Westgate Family Therapy;
- Miracle Hill, a homeless shelter that runs a substance use disorder program; and
- Spartanburg Public Library System, which provides a neutral meeting space where care team members often meet patients.

Select Features of AHS' Program

Care Model Enhancements

- Developing a case severity tool that takes medical and social needs into account.

Data and Analytics

- Piloting the use of Healthify, a community resource software platform to address patients' social needs at the point of care.

Workforce Development

- Adding a full time CHW to the interdisciplinary care team to address patients' complex social needs and serve as a linkage to primary care.



*SOURCE: Complex Care Domains, from *Supporting a Culture of Health for High-Need, High-Cost Populations: Opportunities to Improve Models of Care for People with Complex Needs*. Robert Wood Johnson Foundation and CHCS. October 2015.

ABOUT THE CENTER FOR HEALTH CARE STRATEGIES

The Center for Health Care Strategies (CHCS) is a nonprofit policy center dedicated to improving the health of low-income Americans. It works with state and federal agencies, health plans, providers, and consumer groups to develop innovative programs that better serve people with complex and high-cost health care needs. For more information, visit www.chcs.org.