NH Care Connections
Reimagining Care Coordination
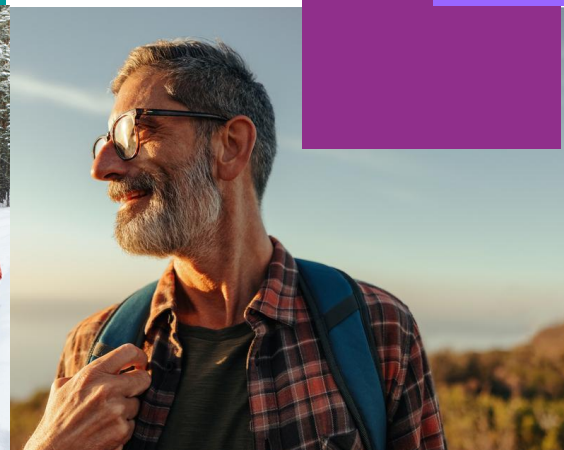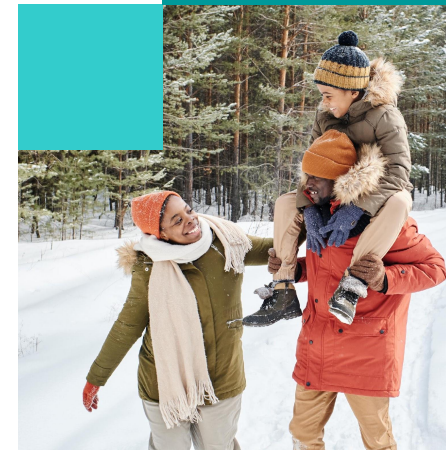
NHPQC Maternal Health Summit
Presented by NH DHHS & Unite Us

5/1/2025

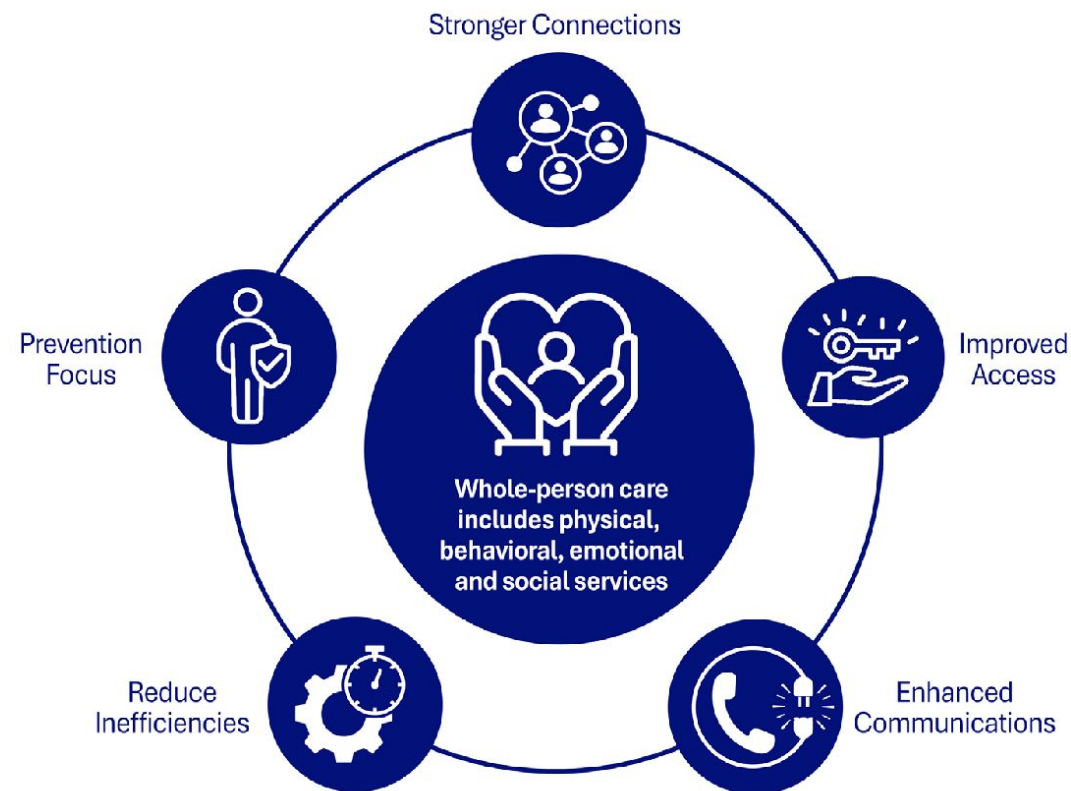New Hampshire Department of HEALTH & HUMAN SERVICES · DHHS

UNITE US

Agenda

- New Hampshire Care Connections Overview

- Sample Patient Journey

- Additional Resources

- Questions

Overview of NH Care Connections

- NH Care Connections is a network of health care and human services providers and community-based organizations supporting individuals and families' needs in real-time by:

  - Making it easier to connect people to the services they need.

  - Protecting people's confidentiality and privacy as they navigate the healthcare system.

  - Ensuring effective follow up care and best health outcomes.

Stronger Connections

Prevention Focus

Improved Access

Whole-person care includes physical, behavioral, emotional and social services

Reduce Inefficiencies

Enhanced Communications

What Value Does NH Care Connections Add?

Improving Access
Connections between hospitals, primary care, outpatient services, behavioral health and Community Based Organizations allow providers to better serve needs.

Reducing Redundancies
Collaboration and technology can assist in coordinating multiple systems to reduce the overlap in current workflows.

Improving Data Collection
Allowing NH to see across systems for better quality improvement, monitoring and investing over time.

Whole-person care includes physical, behavioral, emotional and social services

Reducing Waste
Current systems have providers filling out multiple forms, sometimes the same one, or making referrals that at times go nowhere.
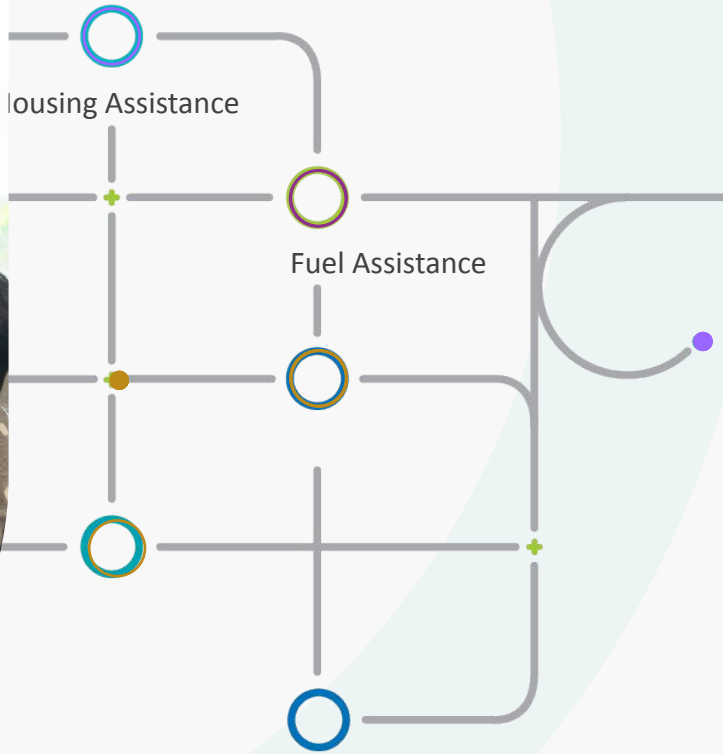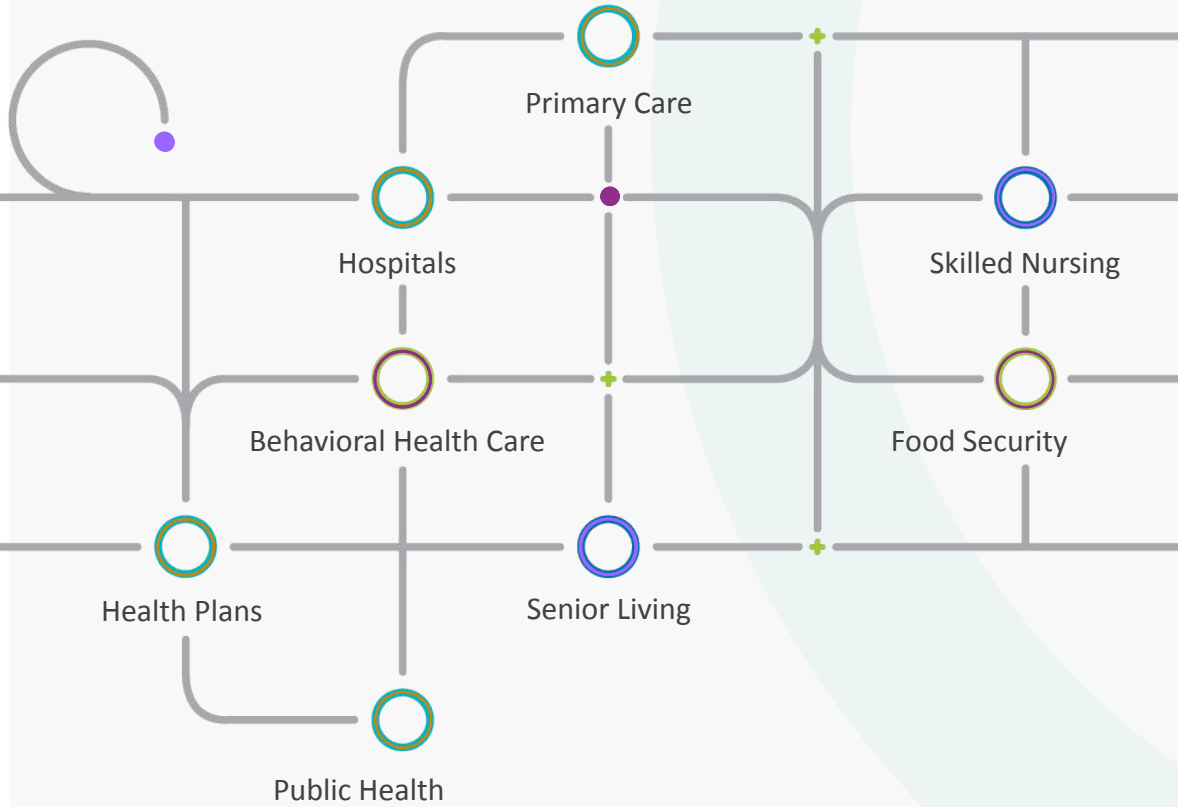
Improving Workforce Capacity
We know providers are struggling to hire and to get things done efficiently. Developing workflows that can be utilized through these platforms to increase capacity. Providers can do the work better and faster while experiencing a reduction in provider burden.

Addressing Health Related Social Needs
Less cycling through systems because a person's needs are not met or connections are missed. When we catch all needs earlier, people are more likely to get well or improve quality of living.

NH Care Connections bridges clinical and social care needs by leveraging our partners PointClickCare and Unite Us through their innovative technology platforms.

Primary Care

Hospitals

Skilled Nursing

Housing Assistance

Fuel Assistance

Behavioral Health Care

Food Security

Health Plans

Senior Living

Public Health

NH Department of Health & Human Services

Meet Amy

Age: 32

Gender: Female

Children: 1

Medical Conditions:
- Pregnant
- Hypothyroidism
- Previous LSCS

- Recently, Amy presented at her primary care provider for check-up. Amy mentioned that the family is having difficulty affording prescriptions due to a change in employment status.

- Primary care staff screen Amy for additional health and social needs and find that she is also having issues with transportation & food insecurity.

NH Department of Health & Human Services

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Amy's Journey Across the Continuum Via NH Care Connections
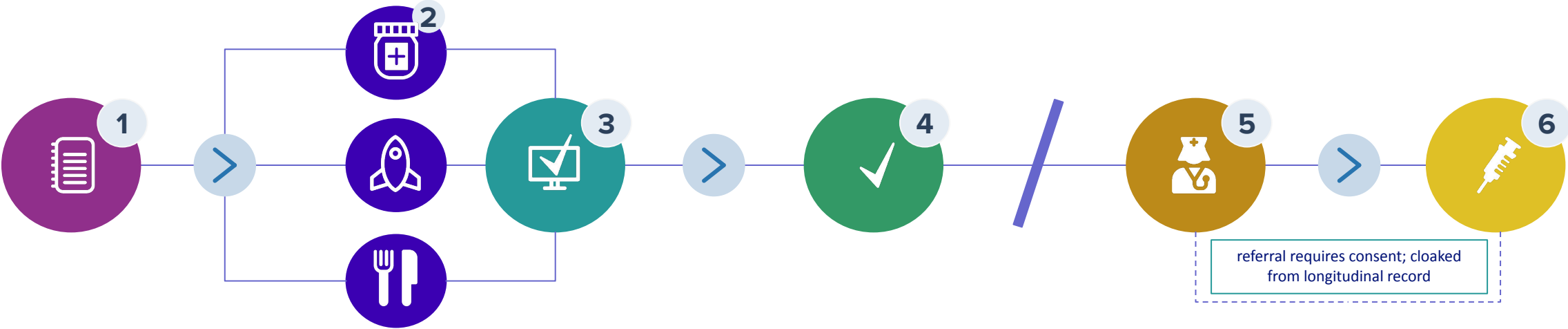
1
- Primary Care Provider at FQHC screens Amy in EHR using EPDS.
- Launches Unite Us (screening and demo information pushed via integration) to sends referrals
- Captures consent; initiates referrals

2 / 3
- Three referrals sent
- When programs accept referrals, both the PCP and Amy are notified via UU automation.
- Once a program accepts the referral, staff can contact Amy from UU to schedule service.

4
- When Amy is served and the outcome of the service is logged in UU by the accepting program, automated notifications are sent to the PCP and Amy.

5 / 6
referral requires consent; cloaked from longitudinal record

- At a subsequent postnatal visit, Amy asks for help with OUD after 2nd C-section.
- PCP can refer Amy to regional Doorway.
- Referral to sensitive service can only be seen in UU by PCP and Doorway.

NH Department of Health & Human Services

4/17/2025

How NH Care Connections Protects Personal Privacy

State Law RSA 126-A:4 Paragraph VI

Privacy & Security

Monitoring & Reporting

Priority User Groups for DHHS & DMAVS

Care Traffic Control

New Hampshire Hospital coordination with Designated Receiving Facilites

Mission Zero

Eliminating emergency department boarding of patients with psychiatric needs

04

Doorways

Access points for substance use care and recovery support services

All

In this stage, the network is robust and NH will continue to add and adjust as the servie landscape changes over time

06

CBOs

Community based organizations are critical to overall health and well-being and will be important links as the network builds

03

Crisis Services

Onboarding access points and front door agencies to get people where they need to go quickly - including Rapid Response and 211

05

01

02

NH Department of Health & Human Services

Department of Military Affairs and Veterans Services

Working Within The Unite Us Platform - What to Expect

Implementation

- Understand your organization's status with regard to Unite Us registration.

- If already registered and onboarded, we need to update information and sign new agreements.

- If new to Unite Us, meet with our CE staff to understand fit and see a demo.

- Things to think about:
  - Who are my partners today? Can I encourage them to join.
  - What does my current tech stack look like? Do I use a CRM or case management tool?
  - Who at my organization needs access?

Functionality

- Multi-channel, bi-directional communication with other providers.
  - Examples: screenings, referrals, instant messages

- Case Management functionality - document encounters by channel and time spent, task lists, resource shares, demographic capture (custom forms can be created for unique req.)

- Consent Management

- 211 Integrated Resource Directory helps you find the right resource for your clients.

Data

- Platform is built around workflows that drive action. Example - yes you can simply screen and share resources, but automated decision support in platform will drive users to referral pathways with client consent.

- The platform is capturing data points from across a client's journey. Transparent data reporting in an aggregate & de-identified manner holds us all accountable.

- Export your data.

Call to Action

Ready to become a key NH Care Connections partner?

- **Are you a Community-Based Organization (CBO) ready to onboard onto Unite Us or PointClickCare for NHCC access?**
  - Follow up with Unite Us: **Unite Us Interest Referral Form (NHCC)**
  - Follow up with PointClickCare: **NHCC Interest Referral Form**

- **Already on Unite Us?** *(i.e., user(s) within your organization already have an account login)*
  - Review/update your Unite Us account or request training: **Unite Us Interest Referral Form (NHCC)**

- **Already on PointClickCare?** *(i.e., user(s) within your organization already have an account login)*
  - Review/update your PointClickCare account or request training: **PointClickCare Support Case Form**

- **Need to discuss onboarding readiness with DHHS or not sure what to do next?**
  - Use this link: **NHCC Interest Referral Form**

For general NHCC information, email: **CareCoordinationInitiative@dhhs.nh.gov**