



CommunityCares & Arizona Healthcare Directives Registry

How Utilizing CommunityCares and AzHDR Systems
Decreases Health Disparities & Increases Health Equality





What are Social Determinants of Health?

Social determinants of health (SDOH) are the conditions in the environments where people are born, grow, live, learn, work, play and age that affect a wide range of health, well-being, functioning, and quality-of-life outcomes and risks.

Social Determinants of Health





Impact of Social Determinants of Health

Research Examples of the Impact SDOH Have on Health & Wellness



- Research supports that **medical care** only accounts for **10-20%** of the “modifiable contributors” to health outcomes for a population with the other 80-90% falling into what is broadly defined as social determinants of health (Hood et al., 2016, p. 130).
- Evidence shows that addressing SDOH needs from a policy or system perspective will have the greatest impact on addressing the needs for a population (Magnan, 2017).



Impacts of SDOH on Rural Communities

Rural residents are more likely to experience the contributing social factors that impact health, such as:

- Poverty
- Access to social and healthcare services
- Health literacy
- Limited public transportation options
- Access to healthy food
- Access to safe and affordable housing
- Community infrastructure
- Education



AzHDR & Rural Healthcare

- Utilization of healthcare services that may be out of network with limited access to patient's current advance directives; enhancing continuity of care.
- Family and surrogates may not be residing near each other.
- Retrieval of documents in a timely manner due to the time sensitive nature of healthcare decisions.
- Community infrastructure in rural communities can actually aid in ensuring the “baton handoff” is successful.
- Rural health data for Arizona showed a higher poverty rate and lower high school graduation rate.





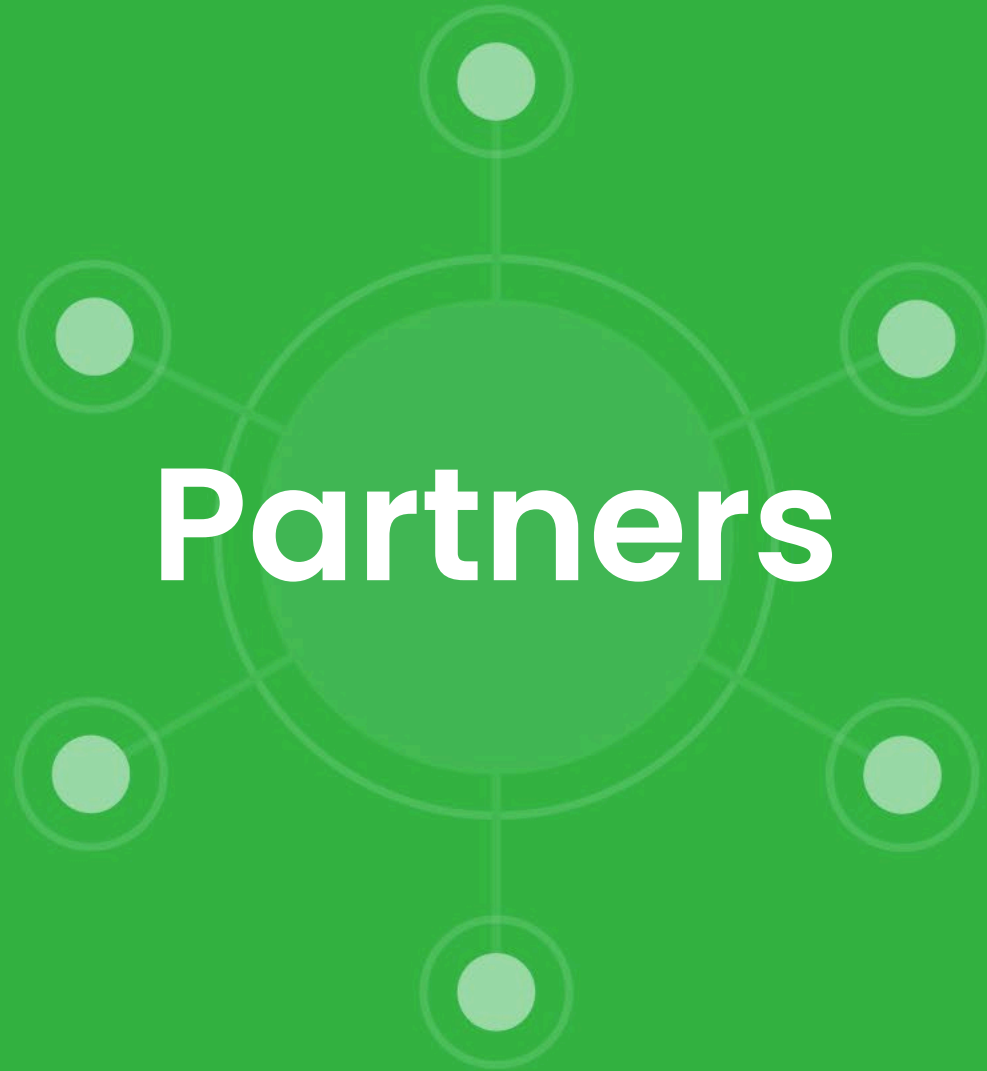
CommunityCares

Arizona's Social Determinants of Health (SDOH) Referral System

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Partners

CommunityCares Partners





Program Genesis



AHCCCS Whole Person Care Initiative (WPCI)

- Officially launched the Whole Person Health Initiative in November 2019.
- Focused on role social risk factors play in influencing individual health outcomes.
- Exploring options for advancing WPCI through maximization of AHCCCS's current benefit package.





Program Goals

CommunityCares Program Goals

- Connecting our communities.
- Improving health outcomes with a whole-person care mindset.
- Data-driven approach.





REFERRAL SYSTEM

CommunityCares System Features

- Resource directory
- Closed loop referrals
- “No wrong door”
- Screenings, referrals, alerts and communications
- Data dashboards, analytics and outcomes
- Client portal



Arizona Healthcare Directives Registry (AzHDR).

Wishes Registered.
Wishes Honored.



IMAGINE.
HOPE.
PLAN.



The greatest **value** of advance directive documents is the **content** they contain. But that value pays off only when they are **accessible** when and where they are needed.



La Crosse, Wisconsin

“The Town That Knows How to Die”

- By 2008, **95%** of the people in La Crosse had an advance directive. Researchers found those who died received the care they wanted.
- People who die in La Crosse spend **32% less** in the last six months of their lives compared to the average Medicare patient.

A sustained approach to advance care planning and advance directives completion has led to the following.

Increase in:

- Individual and family satisfaction
- Prevalence of planning (including special populations)
- Percentage of plans at time of death
- Number of hospice admissions

Reduction in:

- Family stress, anxiety and depression
- Number of hospital deaths


Arizona Healthcare Directives Registry (AzHDR)



← → ↻ https://providers.azhdr.org/#/

AZ Healthcare Directives Registry

Login

 ARIZONA Healthcare Directives Registry

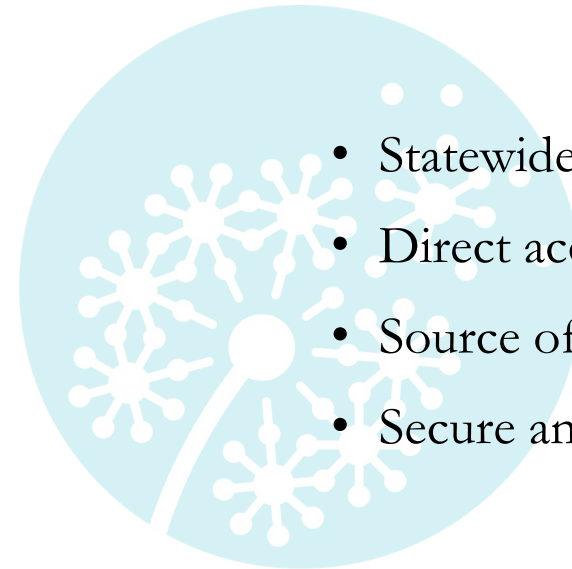
☐ Login with SMS

Email

Password

Login

[Forgot Password?](#)



- Statewide advance directives registry
- Direct access for participating providers
- Source of truth for advance directives
- Secure and accessible data



AzHDR is Available to all Arizonans

Let's Be
Direct.

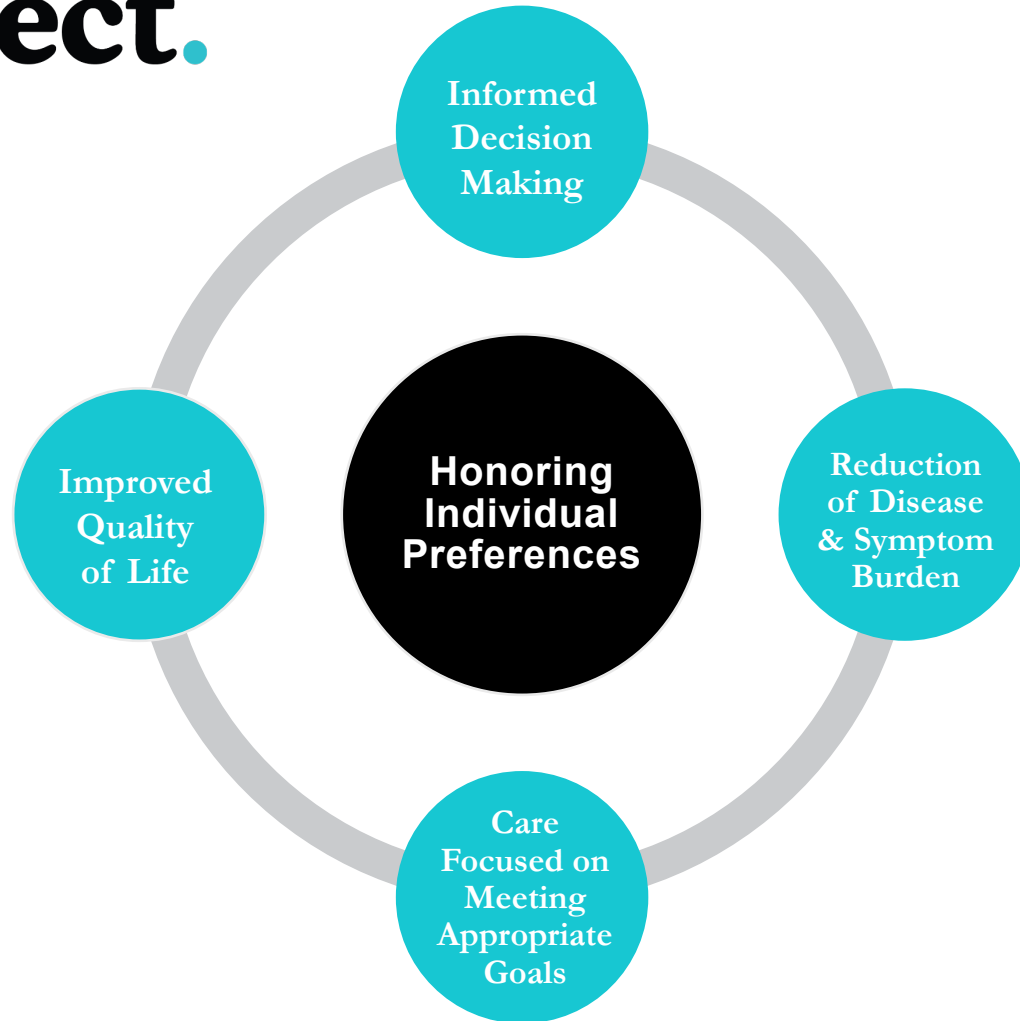
- Providers do not need to be users of the Arizona HIE.
- To access the registry, providers will need to complete sign-up and onboarding paperwork and schedule training for staff.
- The registry allows for both submitting documents and viewing documents.
- User access determined by type:
 - Individual Consumers
 - Healthcare Provider/Organization
 - First Responders/EMS
 - Social Services
 - Legal/Financial
 - Faith-based



Additional AzHDR Features

- Provides a review and approval process to validate documents helping to maintain the integrity of the registry.
- Provides a mechanism for distinguishing documents that have been revoked or replaced by more recent documents.
- Supports the full range of forms under the Arizona state statute for advance directives. And supports all form types that meet this definition.
- Supports uploading of documents by consumers, once their account is set up.
- Provides ongoing support and training of organization staff.
- Offers functionality for documents to be sorted by type in each account. This eases the retrievability of the needed document.

Let's Be Direct.



- Reduced re-hospitalizations.
- Higher patient and family satisfaction and five-star rating system.
- Partner with primary care providers (PCPs) to meet or exceed their measures. CPT billing codes for advance care planning.
- **JAMA 2019 study:**
Patients who had a billed advance care planning encounter were associated with a higher likelihood of hospice enrollment and less likely to receive unwanted intensive therapies.



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Questions?





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Creating connections. Improving lives.