



# ACCESS COORDINATOR POSITION

## 2018 PROMISING PRACTICE REDWOOD COMMUNITY HEALTH COALITION

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### PROMISING PRACTICE OVERVIEW

West County Health Centers recently merged their CEC and Patient Navigator roles into a new position titled, "Access Coordinator." Employees in this role continue to serve their community with enrollment assistance and follow-up for Covered California, Medi-Cal, and CalFresh. Additionally, this position now has protected time to support patients and address their social needs, often referred to as social determinants of health (SDOH). When a patient screens positive for SDOH needs, the Access Coordinator either forwards these findings to the appropriate department (e.g. Behavioral Health) or utilizes an online community resource directory to directly refer patients to internal and external social services.

### AIM

To redefine existing roles to better support West County Health Center patients with Social Determinants of Health needs.

### ACTION TAKEN

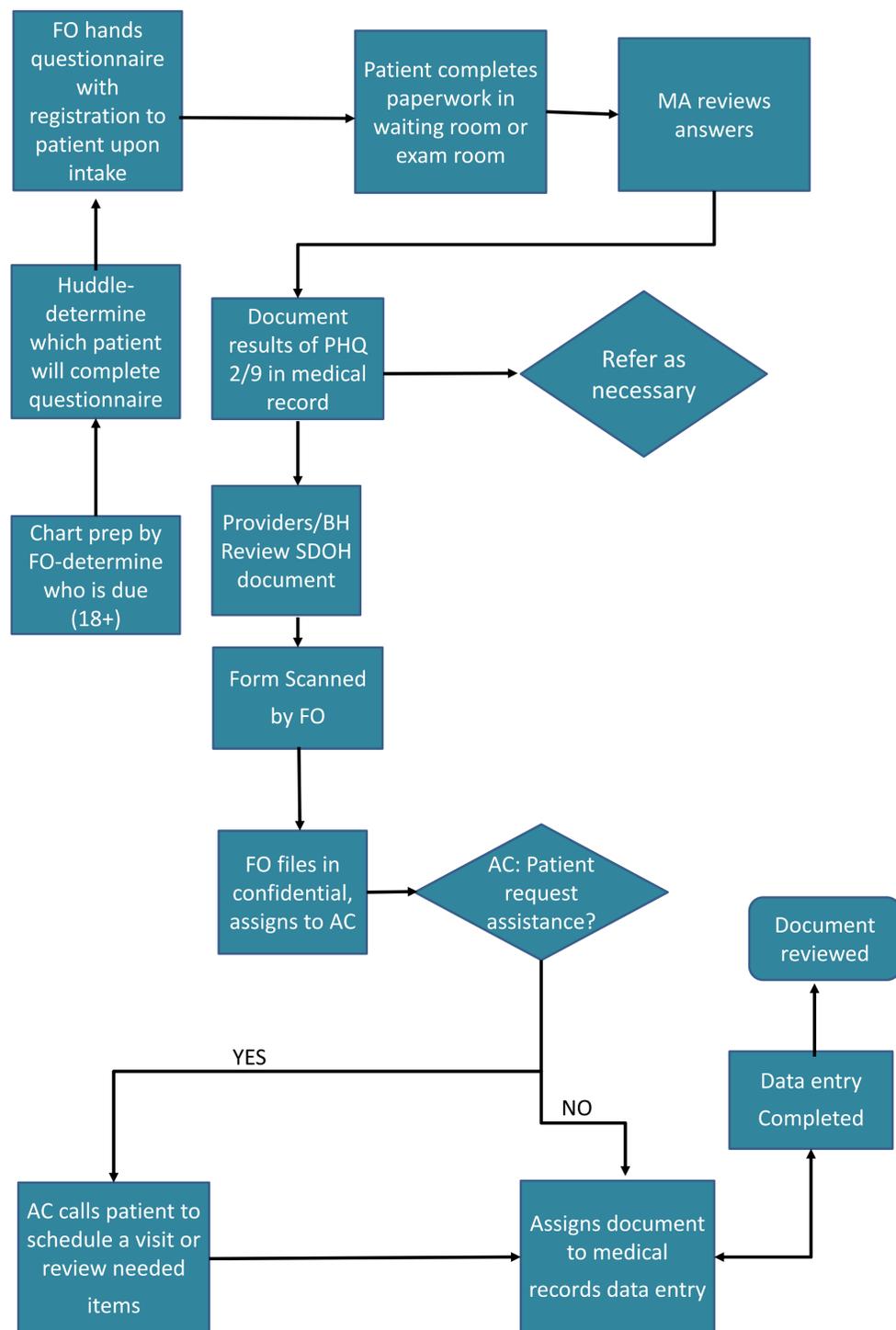
- WCHC committed efforts into training all their staff members on how SDOH impact their patients.
- Evaluated and combined their CEC job description with their Patient Navigator job description to develop an Access Coordinator job description.
- Merged the Kaiser Permanente SDOH questions with the PRAPARE tool and created their own "PRAPARE Plus" SDOH screening tool
- Created a new workflow around screening and addressing SDOH.
- WCHC ensured that the new workflow involved the entire care team from RN case manager, BH staff, to medical records staff to ensure patient charts were documented with the proper Z code.
- WCHC front desk distributes SDOH screening tool annually to their patients and submits the completed screening tool to the Access Coordinators.
- Established protected time in Access Coordinator schedules to review patients SDOH screening tool and provide SDOH patients with internal and external resources.

### RESULTS TO DATE

WCHC has been piloting this new role over the past few months. Preliminary results indicate:

- The new workflow between care teams and Access Coordinators has been implemented successfully.
- Staff originally working as CECs have increased job satisfaction due to extending role as an "Access Coordinator" and becoming more involved with patients' social needs.
- WCHC has seen an increase in warm hand-offs internally between departments.

### WORKFLOW



### LESSONS LEARNED

- West County had to secure buy-in among staff members and ensure that all were on board with helping access coordinators better serve patients with SDOH needs.
- It is helpful to have support staff, such as a CEC/Access Coordinator Lead, to assist with patient documentation during high activity periods (such as during Covered California enrollment period).