CHA CONNECTICUT HOSPITAL ASSOCIATION

Connecticut Social Health Initiative | Process

Collaborative Consulting
Where Ideas Evolve Into Action

Start

Patient visits clinic for first time as a new patient

Patient is provided the screening tool as a part of the new patient process

Clinic staff (CS) meets with patient and further explains the tool

Patient declines to participate in the screening

Data Worksheet is updated to reflect the declined screening

Patient completes the screening tool

- CS assists the patient in completing the tool
- CS collects completed tool for evaluation

CS reviews screening to identify needs

- CS reviews the completed tool
- CS identifies potential needs
- CS confirms patient's permission and desire for CBO referral(s)
- CS educates patient on next steps and addresses any questions

CS provides patient with referral to CBO(s)

- CS identifies CBO(s) that can meet needs of patient
- CS provides the patient with CBO information to initiate contact

Follow up occurs to ensure patient connected with the CBO and assists as needed

- CS/Student contacts the patient within 1 week of the referral to ensure success
- CS/Student confirms the CBO is capable of delivering requested service/support
- If needed, patient is offered/provided support in making contact with CBO

Follow up occurs to track service delivery to patient

- Student/CS contacts the patient/CBO to determine whether services have been provided
- Continued follow up occurs until necessary information is received

Data Worksheet is updated to reflect the final results of the referral process

Evaluation Expectations:

- Biweekly Calls with CHA
- Monthly Data Collection
- Final Survey
- Final Survey for CBO Participants
- Patient Experience Feedback

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Changing Systems, Improving Lives.