NWP environmental leadership actions and landmarks

- First carbon offsets purchased (2017)
- Forest Park Conservancy partnership (2018)
- Created environmental website (2020)
- Environmental guidelines (2020)
- Published virtual visits paper (2021)
- Carbon neutral (2025)
Physician collaborative practice

Value based model

Protocols well established for standardized care

Chronic conditions requiring multiple follow ups and step up/down titrations

Counseling on medication adherence, importance, side effects, deprescribing
Pharmacists’ Role to Expand to Direct Patient Care by 2030 (pharmanewsintel.com)

Key themes from pharmacist, provider, and patient surveys:

1. Value-based Models. Pharmacists can help achieve cost and quality goals on the journey to value-based payment models

2. Primary Care Gaps. Primary care supply shortages and gaps can be filled with pharmacists

3. Patient Care Activities. The expanded role of the pharmacist will include more patient care activities
4. Training and Education. To meet growing demand and fill gaps in care, pharmacist training will be a key focus.

5. Trust. There is a high level of trust in pharmacists to expand their role.

6. Supportive Technology. Growth in several areas will help to support the expanded pharmacist role.

Shield Health System White Paper 2022:

Addressing Total Cost of Care Across the Specialty Population How Health System Specialty Pharmacy Utilizing an Integrated Care Model Impacts Clinical Outcomes and Total Cost of Care

- Shields lowered the cost of specialty care by 13%
Jackson Care Hub

A closed-loop referral system for community services

November 11, 2022
Henry Ford: Our Geography
The Jackson Care Hub is a closed-loop referral system that empowers care providers across the community to coordinate service delivery for clients.
I have a social need.
I have a social need.

Would you like help with your social need?
I have a social need.

Would you like help with your social need?

Ok!
Hello?
Hello?

Would you like to be connected to resources?
Would you like to be connected to resources?

Hello?

Ok!
Hello?
Hello?

Hi! You were referred to us. Would you like help?

Hello?
Ok!

Hello?

Hi! You were referred to us. Would you like help?

Hello?

Ok!
Ok!

Hello?

Hi! You were referred to us. Would you like help?

Great! Let's get you signed up.

Ok!
Client Care Network

- Clients
- Clinical Care Team
- Community Health Workers
- Service Agency Staff
Client Care Network

- Comprehensive Care Navigation
- Community-Wide Quality Standards
- Coordinated Response to Change
Community Information Network
Community Information Network

- Incidence of Social Needs
- Efficacy of Social Service Network
- Relationship between social needs, existing care, and clinical outcomes
Which social needs are most common among patients with late stage cancer diagnoses?

Among patients with diabetes that report a food need, how does cost of care differ by whether or not that need is met?

Which unmet social need has the largest impact on ED utilization?
Which transitions of care require standardized inter-agency coordination of processes?

Which social needs are we unable to address as a community?

What aligned financing activities are necessary to develop new resources that fill service gaps in the community?
2022 Screenings

113,017 screenings of 78,681 people at 69 locations
2022 Screenings

113,017 screenings of 78,681 people at 69 locations.
2022 Referrals

5,376 people consented to get help, resulting in 6,527 referrals to 206 agencies.
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5,376 people consented to get help, resulting in 6,527 referrals to 206 agencies.
90% of clients said the best system was for the agency to contact them.

"Especially with people potentially being flooded with emotions or worried or scared, sometimes making that initial call to seek help is difficult. So if someone were to reach out to the customer or consumer, I think that would be a nice, gentle first step."

"This is the first time I’ve been able to get direct assistance that didn’t seem like I was jumping through hoops to try to get answers from somebody, or playing a phone tag game with people."

Source: Jackson CHIR Client Experience Survey, University of Michigan Susan B. Meister Child Health Evaluation and Research Center, December 17, 2019
We envision a Jackson community that is safe, healthy, and thriving.

We seek a community that is equitable, engaged, and constantly learning.
Thank You!

JacksonCareHub.org