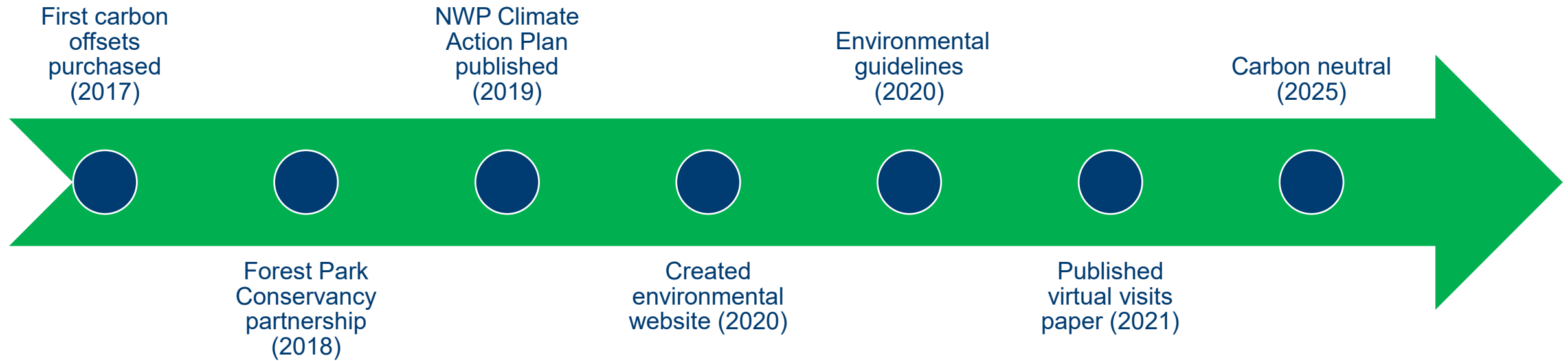


NWP environmental leadership actions and landmarks



CLINICAL PHARMACISTS AT PERMANENTE MEDICINE

- 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

ADDITIONAL SYSTEMS

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

ADDITIONAL SYSTEMS

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%

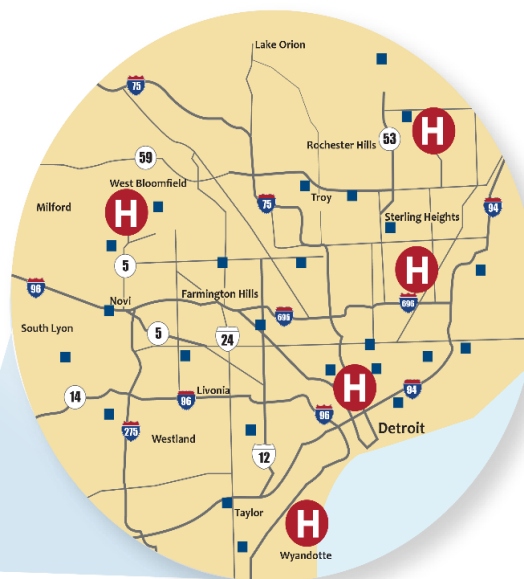


Jackson Care Hub

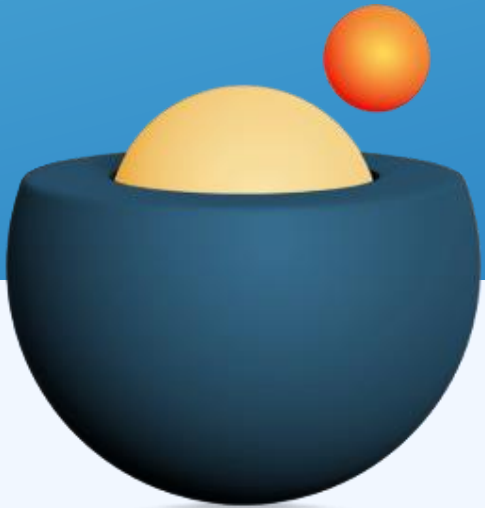
A closed-loop referral system for community services

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.



WE CONNECT JACKSON

**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!

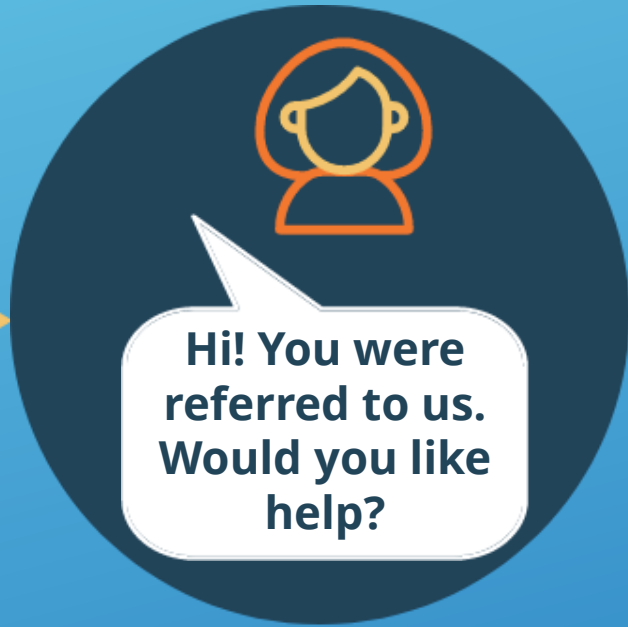


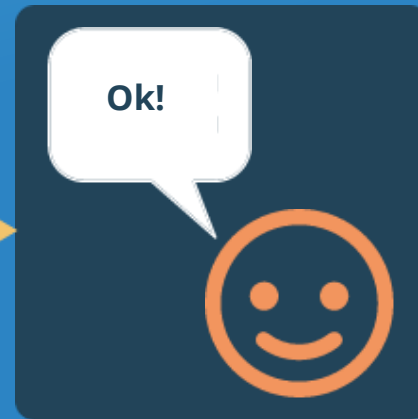
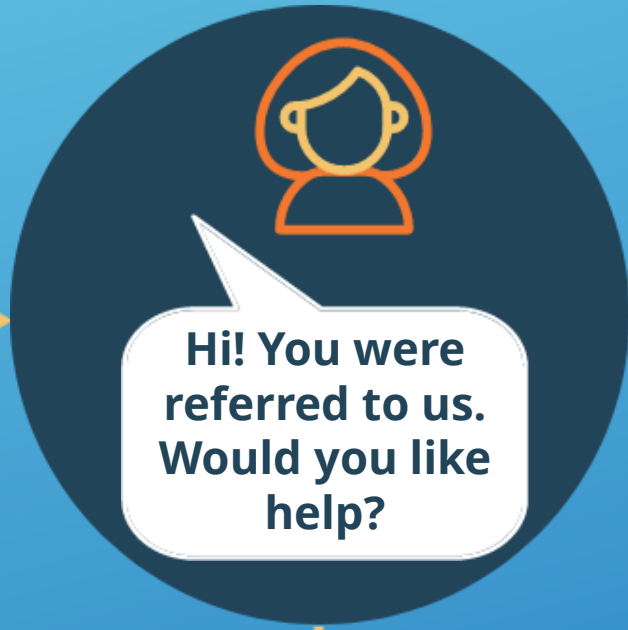


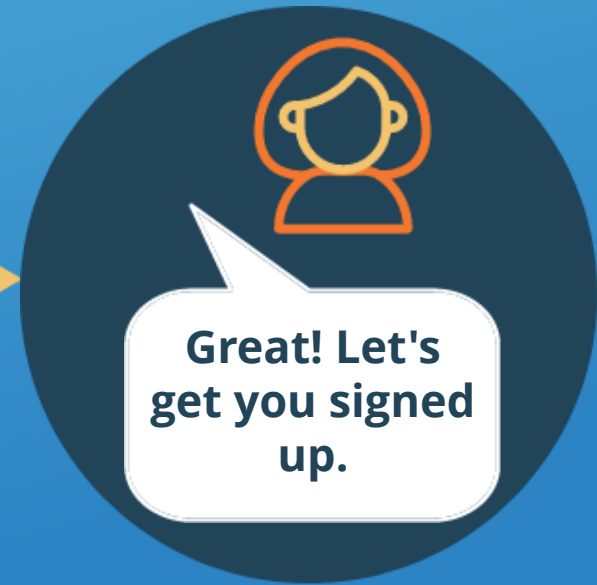
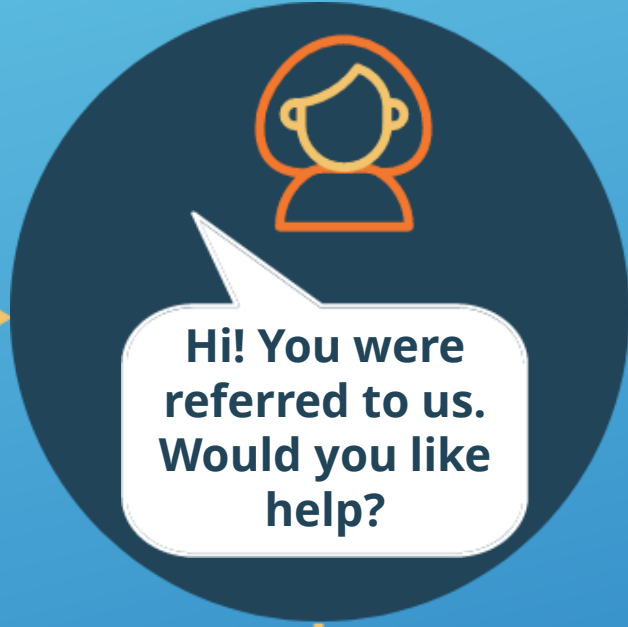




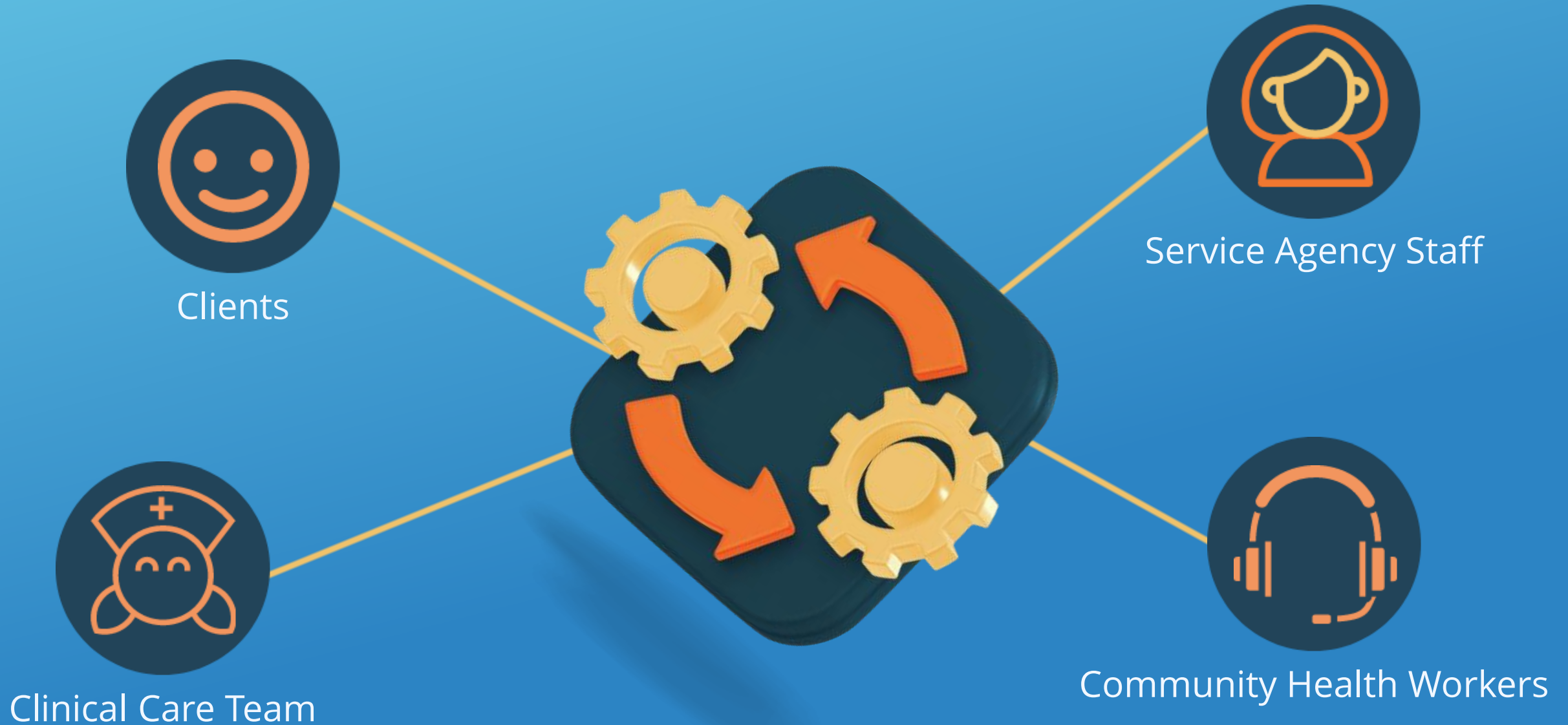








Client Care Network



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

Clinical Curiosity



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?



Community Coordination



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

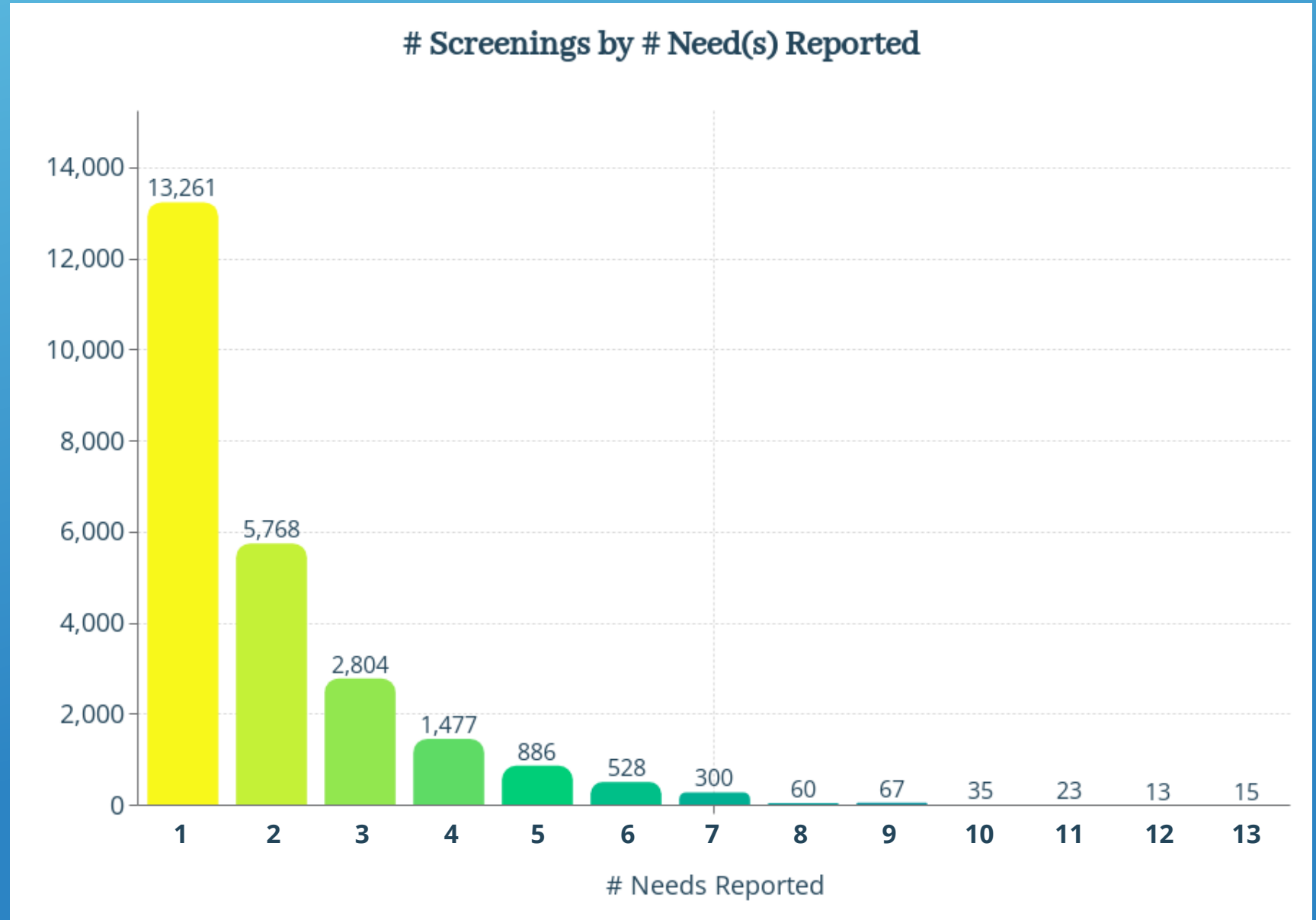
screenings
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78,681

people
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locations



2022 Referrals

5,376

people
consented
to get help,
resulting in

6,527

referrals to

206

agencies

2022 Referrals

5,376

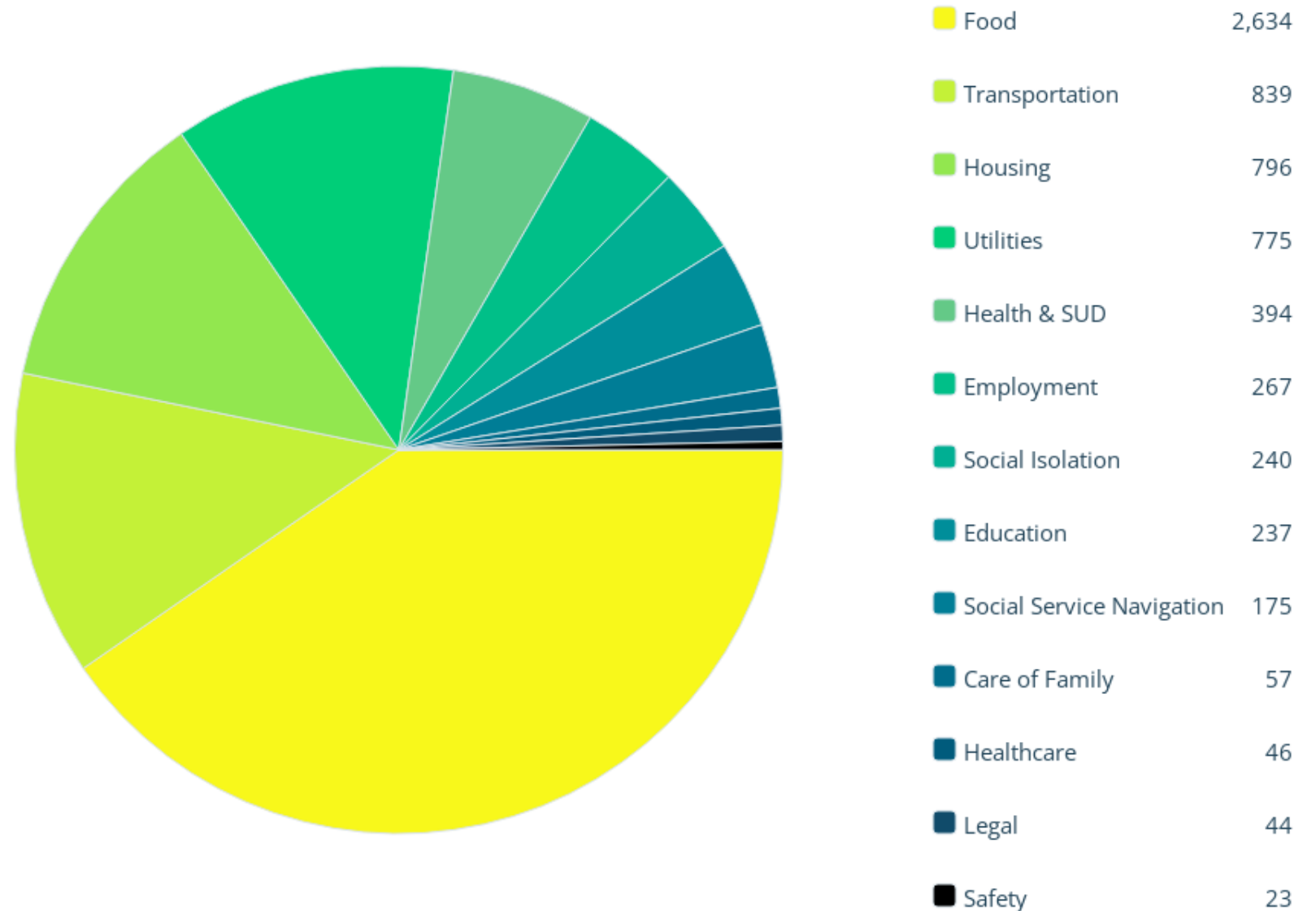
people
consented
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206

agencies



Client Feedback



of clients said the best system was for the agency to contact them



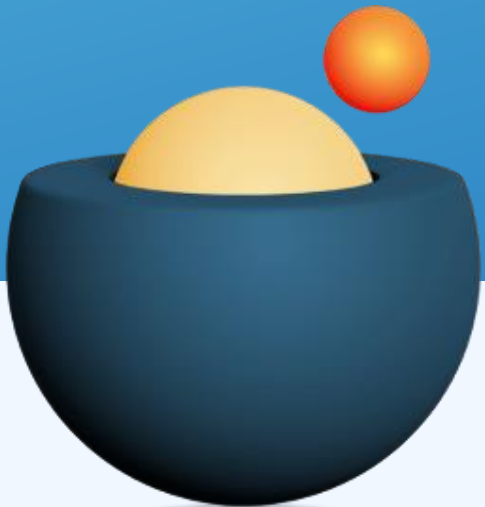
"Especially with people potentially being flooded with emotions or worried or scared, sometimes making that initial call to seek help is difficult. So if someone were to reach out to the customer or consumer, I think that would be a nice, gentle first step."

"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."



We envision a Jackson community that is
safe, healthy, and thriving.

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



JACKSON CARE HUB

Thank You!



JacksonCareHub.org

