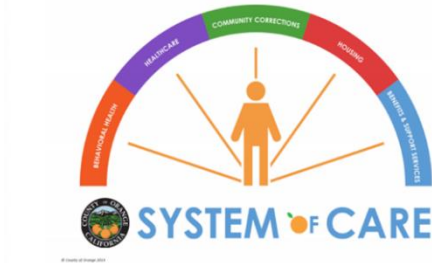




Frequently Asked Questions (FAQs) – edition 1

What is the Care Plus Program (CPP)?

CPP offers enhanced care coordination, for those who are most vulnerable, across the County's five systems of care: Behavioral Health, Corrections, Healthcare, Housing and Benefits / Support Services.



It has two key objectives around efficiency and effectiveness – aiming to expedite the identification and assessment of need and subsequent linkages to services - resulting in greater collaboration, maximization of resources and fewer delays in care coordination.

What is the System of Care Data Integration System (SOCDIS)?

SOCDIS is the County's data integration platform – it underpins the CPP. It is provided by IBM and coordinates multiple software programs to pull data from each of the County's five systems of care in to one Virtual Client Record (VCR). Users of SOCDIS will have access to the VCR and the care coordination platform called Watson Care Manager

What stage are we at with implementation?

Work started on SOCDIS in early 2020 to identify system users and establish relevant policies and procedures related to the implementation. These include ensuring compliant data sharing, privacy and security and information governance procedures. There was an initial training rollout December 2020 with our first user cohort, which included compliance and User Acceptance Testing. We appreciated everyone's attendance and input at these sessions!

When does SOCDIS go live?

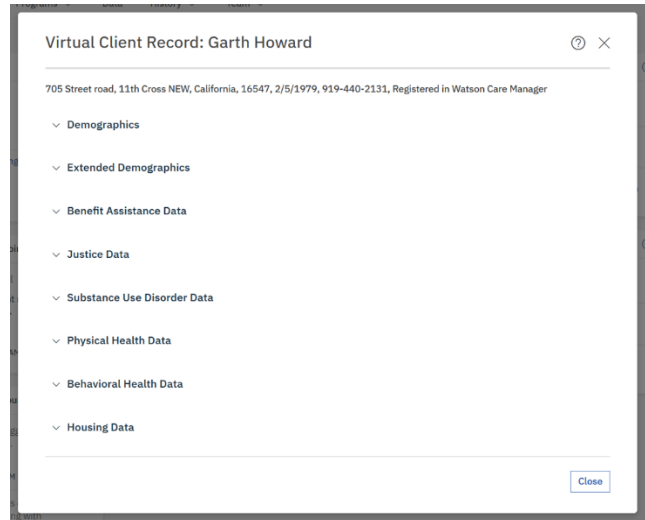
Go live is December 28, 2020. Please keep in mind that initially clients will not have authorization (consent), so any client registrations will need to obtain authorization first. Once client authorization is obtained, SOCDIS users will have enhanced access to the Virtual Client Record and can start to set up care coordination processes with colleagues. This includes assigning care team members, facilitating referrals and reviewing actions towards the Care Plan and Care Goals. This is a brand new platform so we will be working through these business processes with the participating agencies in the new year.

What does the Virtual Client Record (VCR) look like and how can it be used?

The VCR is hosted by IBM's Watson Care Manager (WCM) platform. It provides a 360-degree view of a client appearing in a dashboard form:

It includes relevant data pertinent to ensuring efficient and effective care coordination. Each SOCDIS user will be able to access this client information for the purposes of developing a Care Plan and achieving Care Goals.

This collaboration may be done virtually or via the formation of a Multi-Disciplinary Team (MDT). The MDT will meet in person to plan, coordinate and overcome barriers to care for those clients requiring Intense Care Coordination (ICC).



How will the Multi-Disciplinary Teams (MDTs) operate?

The MDT is a key feature within the CPP care coordination function. Its primary role is to promote connection and expedite referral to services and resources for those experiencing homelessness. An MDT will form around the homeless individual, placing their needs and aspirations at the heart of care coordination. The MDT will use established criteria from each County department to identify clients who are most in need of Intense Care Coordination (ICC). MDTs can ensure significant benefits for clients, including access to specialized expertise in the community, such as during transitions of care (e.g. hospital discharge, jail exit). The MDT is responsible for development and implementation of the Care Plan and progress towards the Care Goals.

Sounds like my client could benefit. How do I register them in the Care Plus Program (CPP)?

System users will be able to verify the client in SOCDIS. From the client's summary page in Watson Care Manager, there is a link to follow to complete authorization. This takes you to Simpligov, the electronic authorization platform. Once these steps have been followed and the client has provided authorization, the client's full Virtual Client Record (VCR) will be visible within Watson Care Manager. Please note that only data categories for which authorization has been given will be released and visible.

Who has access to SOCDIS now?

Each participating agency has representation in the Care Plus Program. Please speak to your Service Chief or supervisor to find out who's involved. The Office of Care Coordination can also be contacted for an up to date list of participants/system users.

How can my colleagues get access to the system?

SOCDIS is hosted within IBM's Watson Care Manager (WCM) platform. Staff requiring access can complete a new user request form and submit to the Office of Care Coordination at CarePlusProgram@ochca.com Once approved, you will receive a link to your WCM account and will need to setup a password.

During the implementation, please submit any further questions to careplusprogram@ochca.com and we will feature them in the next FAQ edition!