

Partnership for a Healthy Durham NCCare360 Task Force (Advisory Council)
Monthly Meeting
September 18, 2024
3:30-4:30pm Zoom
Minutes

Present:		
Topic	Major Discussion	Recommendations and Action Steps
Welcome	Introductions and Icebreaker – fireplace or firepit	
Announcements/ Updates	<ul style="list-style-type: none"> • Any updates or announcements? <p style="text-align: center;">None shared.</p>	
Topics	<p>1) Public Facing, out-of-network and in-network resources - Nicole Crews Foundation for Health Leadership and Innovation (FHLI), Program Manager, NCCARE360</p> <p>Presentation overview:</p> <ul style="list-style-type: none"> • 211 provides the basis for the public facing (out of network), review of the in and out of network, licensed users can see in and out of network resources. • Community Engagement efforts – reaching out to out of network referrals to move to in network. An introduction for FHLI to the resource for the network availability. • Taskforce actions – 211 additional resources, if onboarded and not enough capacity they can work with a navigator, if not enough to onboard at all can be in resource directory as out of network partner. Sending the individual directly to the assistance request form. • Resource share feature – in or out of network, can be shared text email or print and translated into over 100 languages. • UniteUs revisions to platform – on and off platform rather than in and out of network. 	Review 211 resources (maybe start with transportation) and identify resources no available. Next steps would be to connect them to FHLI or 211 to be added to the platform.

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	<ul style="list-style-type: none"> • UniteUs and NC PAL at a conference to work to get people onboarded at the moment. Idea – could we partner at conferences to be the soft transfer to a community based organization to onboard with NCCARE360. • Network Success team are now the focus on onboarding and re-engagement for organizations. That is the contact to reach out to. NCnetwork@uniteus.com is the email to reach out to for them to follow up. General interest or inquiries. • Question – county line questions for orgs that have not placed their county in the field, and they need to update their service area. This is for technical guidance as well (human element). • Standing external office hours to join with UniteUs – training and onboarding office hours. <p>2) Transportation discussion continued</p> <p>a) Kimberly Monroe – Duke, Community Engagement and focuses on Transportation as impact for health</p> <ul style="list-style-type: none"> • Internal steering committee for about one year. Nurses, Case Manager’s physicians, front desk employees, etc. Full scope input. Internal survey with stakeholders. Barriers – transportation comes up as a key issue. 150 people responded. Access current information about transportation – not one centralized place to access this information. Duke employees will have access to this website NCCARE360 – how can we get more transportation providers on the platform. Go Durham and Go Triangle to be onboarded. They were able to onboard but there are challenges with people who want to be on the platform but no bandwidth, funding issues. • Public policy intern developed a survey – need help to get it out. Can the Taskforce members assist in getting this short survey out for input. • Susan Spratt – nurses are screening, and the patients might not feel as comfortable speaking to issues or not well enough to truly focus on that 	<p>Discuss as a group if partnering with FHLI or UniteUs at conferences to assist in onboarding more organizations could be a goal.</p> <p>Utilize this email to provide to interested Community Based Organizations (CBO) or organizations to get assistance with NCCARE360 information and onboarding. NCnetwork@uniteus.com</p> <p>Kimberly asking the group if they can assist in distributing the survey to organizations for feedback.</p>
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	<p>answer. You are eligible – using those words to provide to the individual rather than do you want help – only 10% are responding yes to that. Nicole – SDOH (social determinants of health) screening asking if there are things needed and using it as a guide.</p> <ul style="list-style-type: none"> • UniteUs and FHLI - QR code with 211 postcards – Susan Spratt is interested in that. She works with Atrium, and they text a link to any patient that states they have a need and they are given the community 211. Link to the navigator but they could add a QR code for 211 access. Adding this to the postcards. • Question - How do we get postcards – digital and also physical copies that FHLI can send to anyone that is in need. Working with printing company for print on demand. Nicole to send an email with all resources to Karin to distribute. <p>3) Community Health Workers – did not have time to discuss 4) NCCARE360 meetings – confirm day/time – did not have time to discuss</p>	<p>Nicole to send an email with all resources to Karin to distribute.</p>
Meeting Time	October 16, 2024 3:30-4:30pm Inviting UniteUs to provide us a data report	
Adjourn	4:32pm	

Facilitator: Karin Szymanski