



Network of Care Community Advisory Board (CAB)

Agenda – Monday, June 27, 2022

Date: Monday, 6/27/22

Time: 12pm - 1pm

Location: Microsoft Teams

Agenda

(1) Welcome

(2) Capstone Project

a) Mar and Kevin's presentation on the implementation of the CLR

- i) This data was gathered at the beginning of the year, Pre-CLR launch, and their aim was to try and understand the perceived potential impact of the closed-loop referral process pertaining to the peds patients that were screened for ACEs. They collected data via semi-structured interviews.
- ii) The big themes throughout the study were; perceived benefits of implementation, perceived barriers to providing services for referred clients, Improvements for Closed-Loop Referral and Network Engagement, the gap between ACEs-LA NoC mission and the Network
- iii) Their recommendations were to connect practices back to ACEs and improving the communication within the NoC.
- iv) Recommendation for future research; follow up after implementation and automating referral tasks.

b) Vida's video presentation of CLR interviews conducted with CBOs and Clinicians: RESULTS AND REC.'s

- i) Potential positive impacts: improved communication and collaboration, successful connections between patient and CBO, improved patient centered care, more efficient referral processes, & increased awareness of CBO services
- ii) Potential challenges: referral platform challenges & capacity challenges
- iii) Recommendations: decrease CBO/Clinician burden, continued NoC communication and collaboration, improved CBO service education, & upgraded referral platform features

(3) CLR referral rundown

a) Clarification of status usage

- i) Rejection of referrals vs not utilized/unable to contact them. Josh will investigate AVPH specific referrals because they were the only ones that came up with that status.
 - ii) Working on solidifying what each status is meant to encompass. Will also work to refresh CBO and Clinical trainings for those that were first to receive training.
- b) What is considered a “closing-loop success”?**
- i) Definitions that arose during discussion:
 - (1) Loop is closed when referred patient begins receiving services they were referred for.
 - (2) Loop is closed when referee is connected to service, not necessarily using it yet, but has been connected to the appropriate person.
 - ii) This brings up important distinction of CLR use, are we using it to track the receipt of the referral or the utilization of services? How should we be utilizing this system now.
 - iii) Grace period for status /messaging updates should be at least 7 business days.
 - (1) Aim to use messaging feature to nudge on both ends.
- c) Next steps:**
- i) **CLR problem solving**
 - ii) **CLR Success stories**
 - iii) **CAB invited to *Pediatric Development and Special Education* Lunch and Learn (should have gotten the invite this past week)**
 - (1) This is a part of a trilogy series, next is a deep dive into Regional Centers and then a deep dive into DMH & Mental Health services

Next CAB meeting: July 25, 2022