
Network of Care

Closed-Loop Referral Interviews: Results and Recommendations

NoC Community Advisory Board Meeting
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Methods: Study Design & Approach

- 23 Semi-Structured Interviews

- CBOs and clinicians
- Conducted via zoom

- Data Analysis

- Transcripts coded based on thematic content

Results

Pre-CLR Referral Process: Barriers for CBOs/Clinicians



Referral
Inefficiencies



Staffing &
Capacity



Follow Up
Challenges

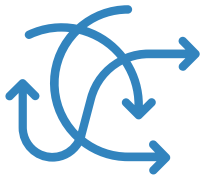


Communication
Barriers with CBO &
Clinician



Lack of Knowledge
about CBO Services

Pre-CLR Referral Process: Barriers for Patient/Families



Navigation Burden on
Patient/Family



Communication
Barriers with CBO &
Clinician



Referral
Inefficiencies

Closed-Loop Referral Process: Potential Positive Impacts



Improved Communication & Collaboration



More Successful Connections Between Patient & CBO



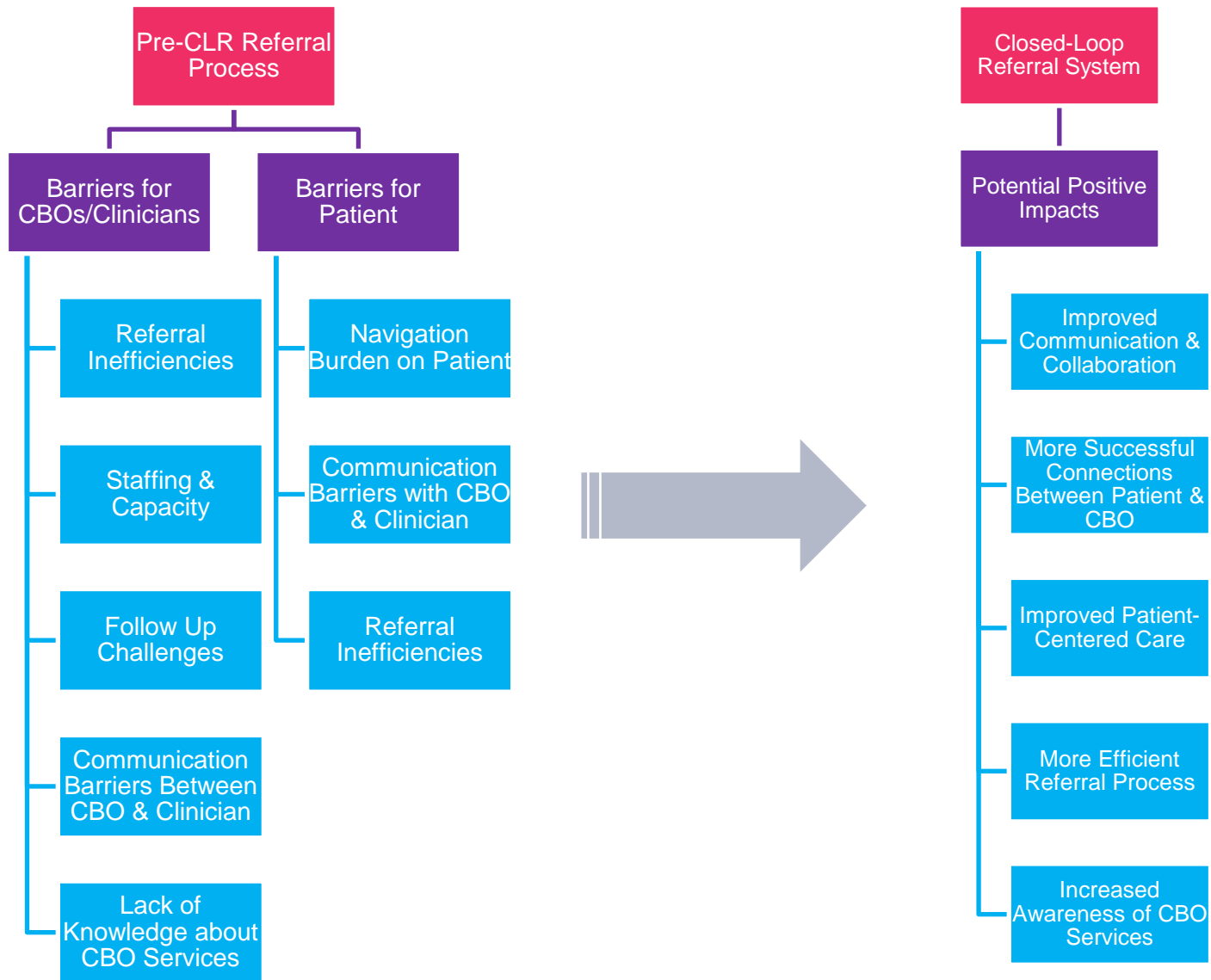
Improved Patient Centered Care

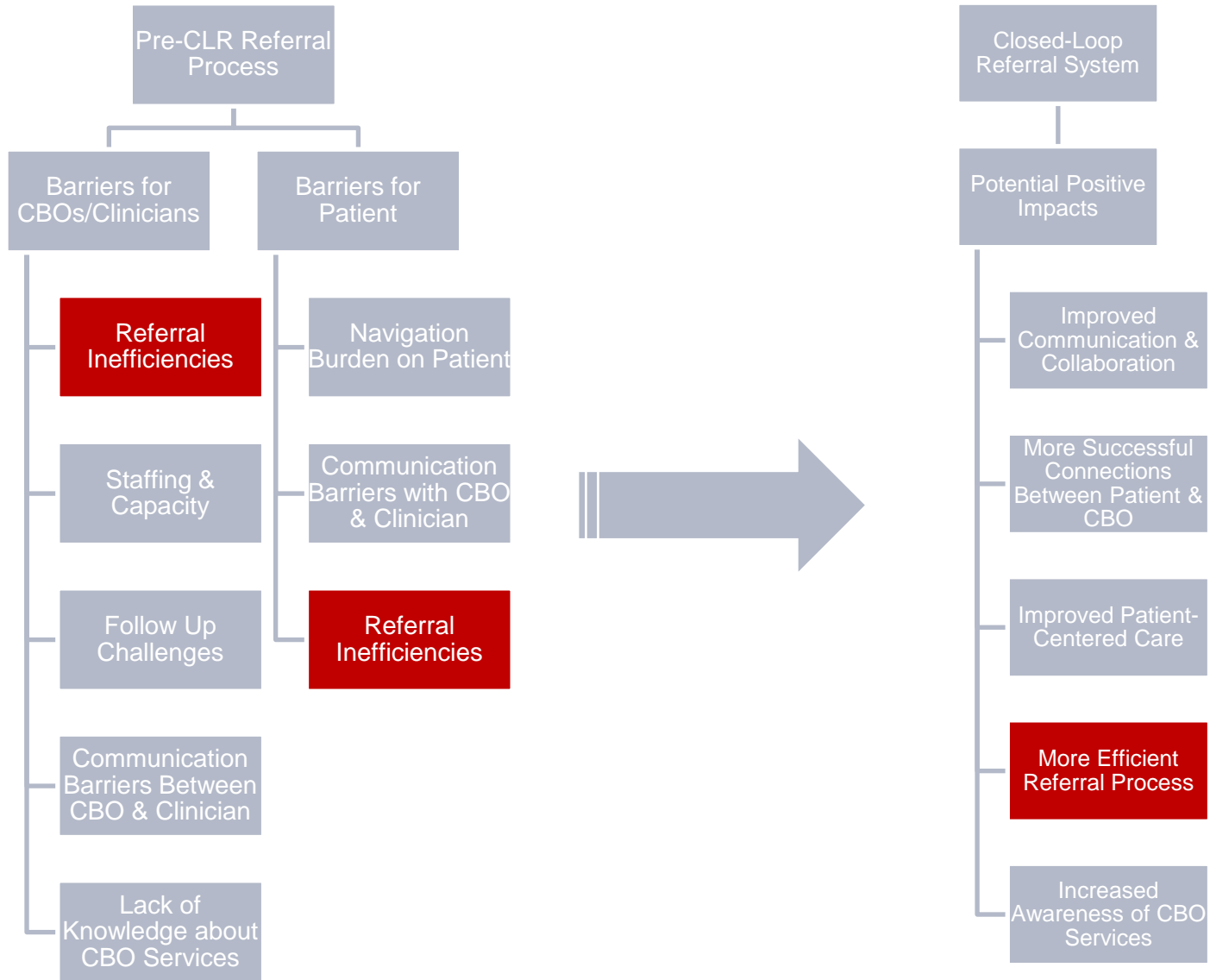


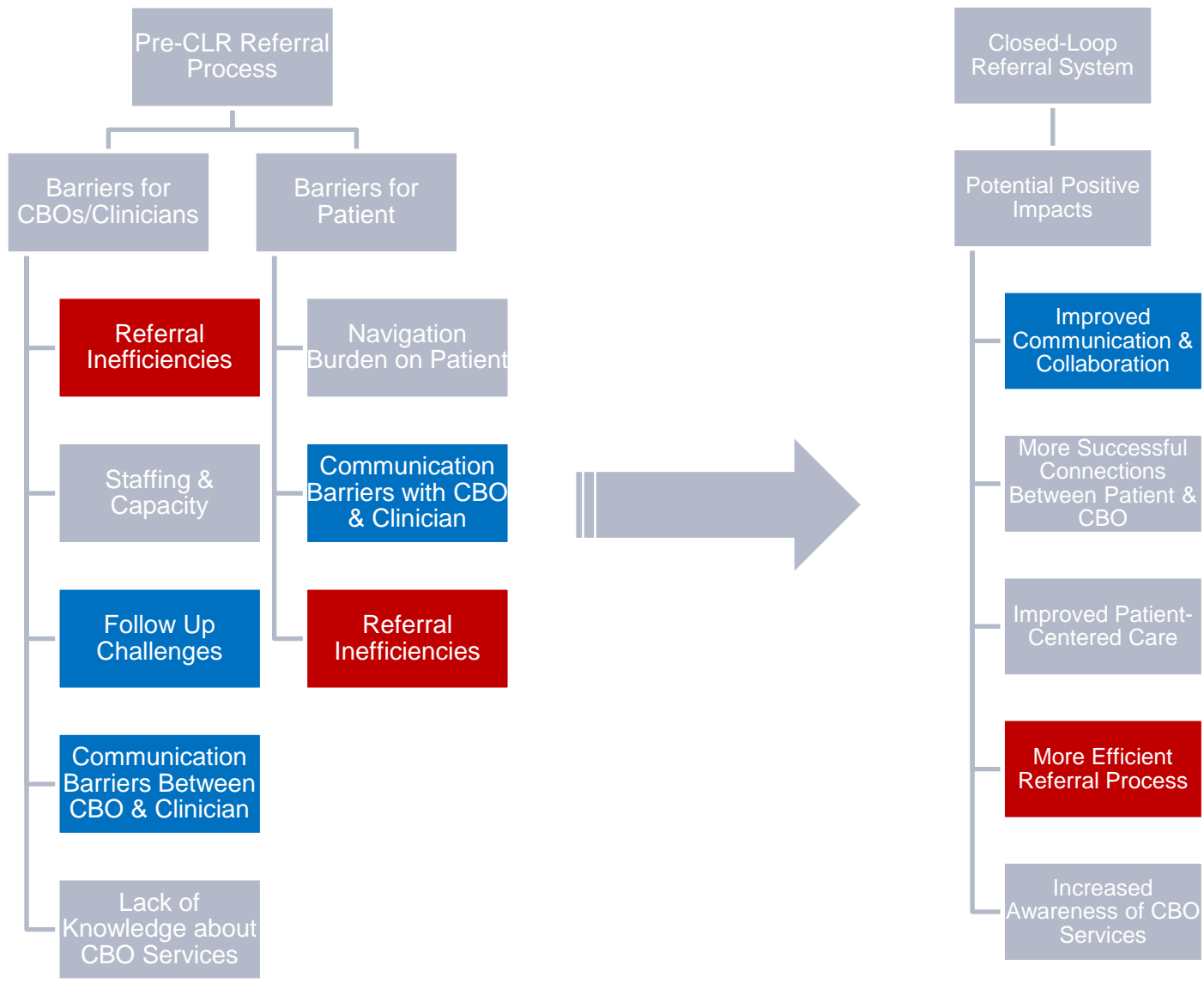
More Efficient Referral Process

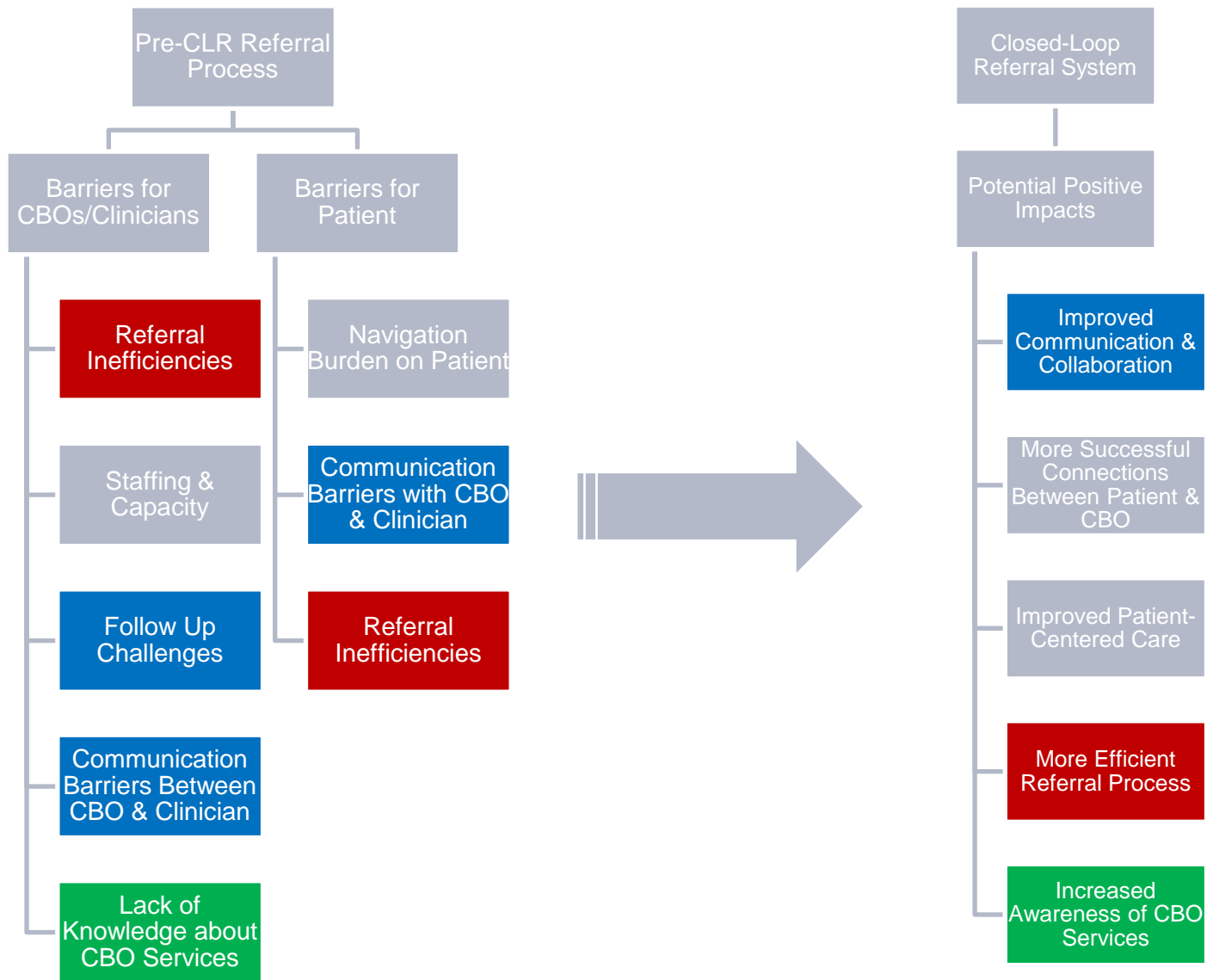


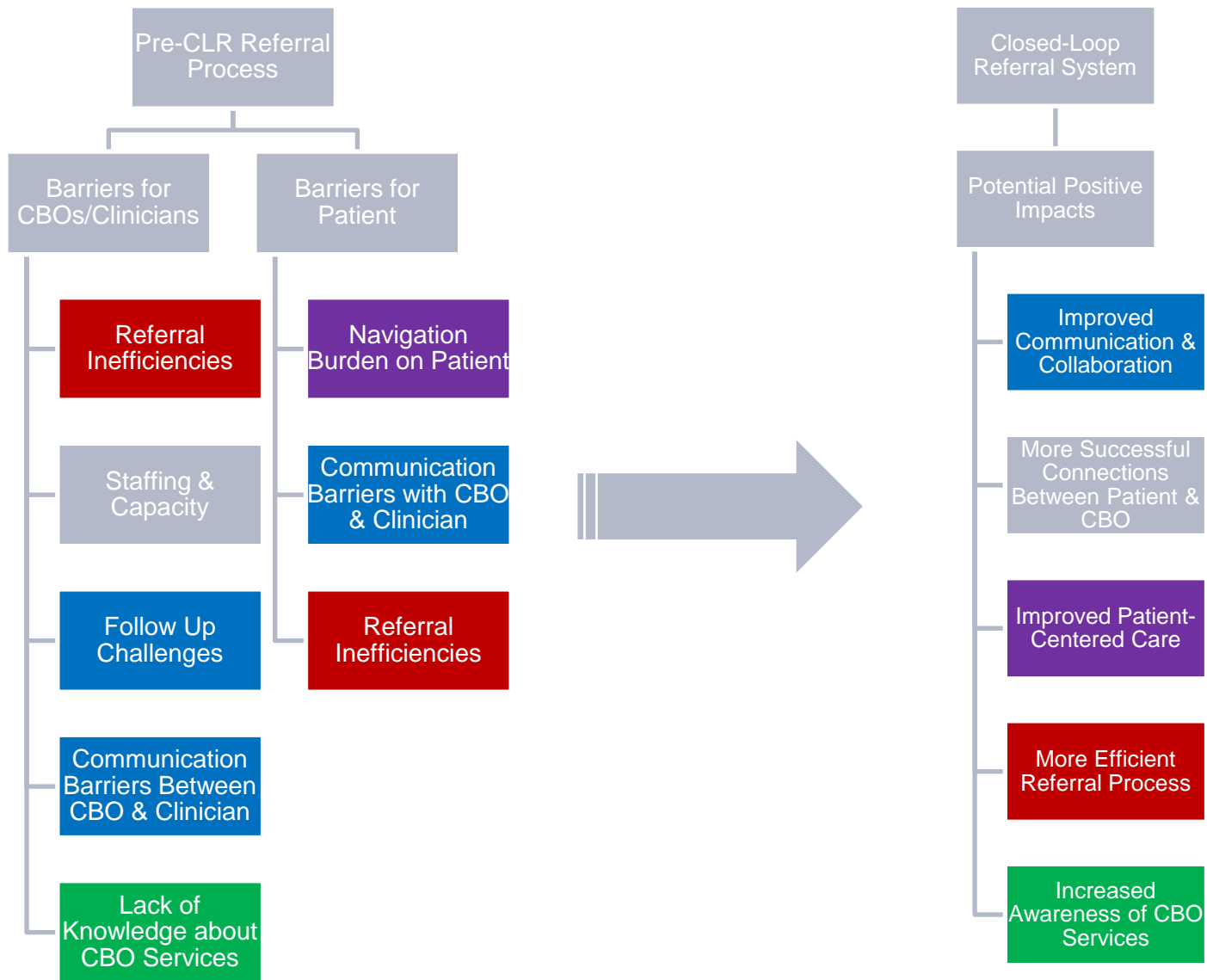
Increased Awareness of CBO Services

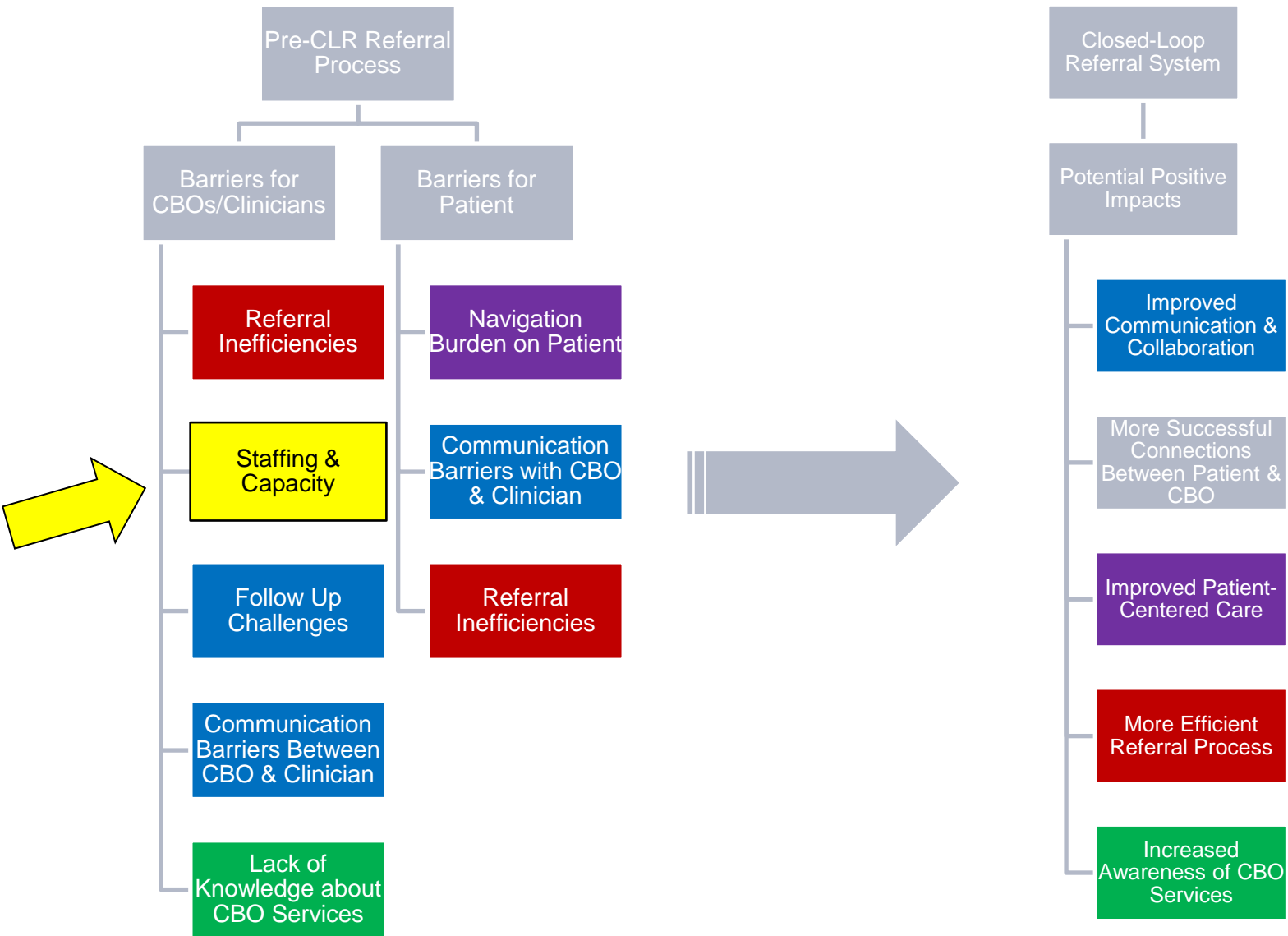








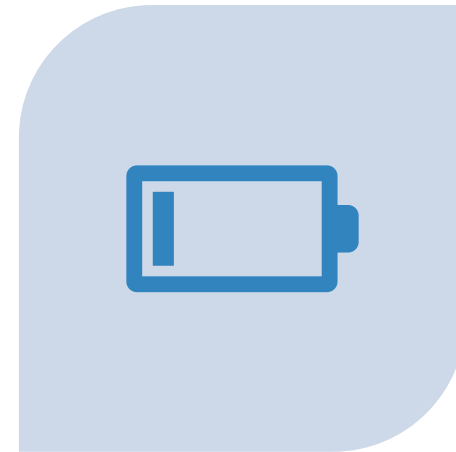




Closed-Loop Referral Process: Potential Challenges



REFERRAL PLATFORM
CHALLENGES



CAPACITY
CHALLENGES

Closed-Loop Referral Process: Recommendations



Decreased CBO/Clinician Burden



Continued NoC Communication & Collaboration



Improved CBO Services Education



Upgraded Referral Platform Features

Thanks & Acknowledgments

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- Carrie, Marikit, Kevin, Ben
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- Clinician participants
- ACEs-LA NoC



The UCLA logo consists of the letters "UCLA" in a white, bold, sans-serif font, centered within a solid blue rectangular background.

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