



**Strengthening the Clinic-Community Relationship
and Patient Care: *Medical-Financial Partnership and
Haven Neighborhood Services***

*ACEs-LA Network of Care CBO Convening
October 25, 2023*



Objectives



1. Acknowledge the historic roadblocks to clinic-community referral partnerships



2. Identify the benefits of the Closed Loop Referral (CLR) system from a clinic and community perspective through one patient/family story



3. Define the specific opportunities to apply core TIC principles in the CLR process to optimize patient/family care



4. Highlight achievable steps to continue our shared commitment to support family and community resilience and address childhood adversity and trauma

Historical Referral Barriers

- Reactive, crisis-oriented referral approaches
- Duplication and interruption of service referrals
- Delays in timely and appropriate referrals
- Staffing capacity and staff turnover
- Re-traumatization to patients and families



Historic Referral Barriers:



Complex, non-standardized referral pathways



Ambiguous processes and eligibility criteria



The absence of up-to-date, accurate centralized service information



Referral responsibility on parents and caregivers

Historic Referral Barriers:

Reactive, crisis-oriented referral approaches

Duplication and interruption of service referrals

Delays in timely and appropriate referrals

Staffing capacity and staff turnover

Re-traumatization to patients and families

Benefits of the Closed-Loop Referral Partnership

Comprehensive Care Approach

Removing silos and fragmentation

Enhance Resource Optimization

Return on Investment – a real time saver!

Improves communication and care coordination

Benefits of the Closed-Loop Referral Partnership

Promotes TIC core principles, Resilience and Protective factors

Shared accountability = Shared Investment!

Using Data to Drive Solutions

Fostering clinic-community relations

Shared learnings, shared resources, and shared appreciation



One Family's Story



Future Directions: *Continuing Our Shared Commitment*



Sustain strong cross-sector partnerships through ongoing shared learning that leverages all members' backgrounds, skills, and expertise to identify what an ideal CLR and clinic-community partnership can look like



Prioritize shared goals and clear benchmarks to continue our CLR success. Acknowledge current challenges, competing priorities, and identify opportunities to support aligned clinic and CBO priorities



Provide guidance on key CLR processes, including best TIC practices, care communication standards on capacity, access, and quality of referrals from DHS clinics to CBOs

Thank You!

