# Better Health Together Landscape Scan, Roadmap, and Recommendations

## For community-based care coordination in Eastern Washington

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## Executive Summary

Care coordination is foundation to providing whole-person care that integrates health and social services. Since 2013, Better Health Together has partnered with communities throughout Eastern Washington—especially those it serves as the Accountable Community of Health for Adams, Ferry, Lincoln, Pend Oreille, Spokane, and Stevens counties; the Confederated Tribes of the Colville and Kalispel Tribe of Indians; Spokane Tribe of Indians; and The NATIVE Project—to work towards an integrated health system accountable for improving health by delivering quality whole-person care and addressing health inequities.

In 2022, Better Health Together commissioned Mathematica and Comagine Health to conduct a landscape scan of Eastern Washington to identify the current state of care coordination and opportunities for transforming to an improved, whole-person care coordination model that better meets the needs of residents. The landscape scan combined data from three sources: (1) a web-based survey of staff at organizations that provide care coordination services; (2) interviews and focus groups with community-based service providers, clinical providers, and adult and youth consumers; and (3) an iterative review of publicly-available documents. Mathematica and Comagine Health also convened a Data and Survey Advisory Board with representatives from organizations in the Better Health Together service areas and staff from Better Health Together to inform the design and interpretation of the landscape analysis.

Four themes emerged about the current state of care coordination in Eastern Washington (see below). The landscape scan also identified five promising care coordination models being used in other regions that could be adapted or used to inform improvements in Eastern Washington.

**Landscape scan themes**

There are diverse needs and considerations for providing whole-person care in Eastern Washington, and providers lack sufficient resources to support and facilitate effective care coordination.

Organizations are already connected and collaborating but lack the systems, tools and processes to effectively coordinate care.

The bidirectional information sharing foundational to coordinating care doesn't occur consistently, due in part to limits in technology and infrastructure constraints.

Strong relationships, along with self reflection, are critical elements in providing whole-person centered care.

Based on these findings, Mathematica and Comagine Health suggest a roadmap for improving and transforming care coordination in Eastern Washington by encouraging change at the systems, organizational, and individual levels and taking action both upstream and downstream using an adapted version of the Public Health Impact Pyramid. Organizations and communities across Eastern Washington can work individually and collectively to apply the lessons from this landscape analysis and create solutions that improve care coordination, foster whole-person care, and advance equity in Eastern Washington.

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