



# Landscape Analysis of Care Coordination King County, Washington

## Executive Summary

Submitted to HealthierHere on Friday, March 25, 2022



# Guiding questions and methods

- / **What is the current status of care coordination in Washington State?**
- / **What are the facilitators, challenges, and gaps in current processes?**
- / **What are promising practices for whole-person, community-based care coordination?**
- / **What will it take to make care coordination equitable for all residents?**

Note: The appendix contains additional information about the goals, methods, and findings from each data source in the landscape analysis.



**Co-design workshop**  
(2 hours, 30 participants)



**Document review**  
(22 programs and 27 HealthierHere resources)



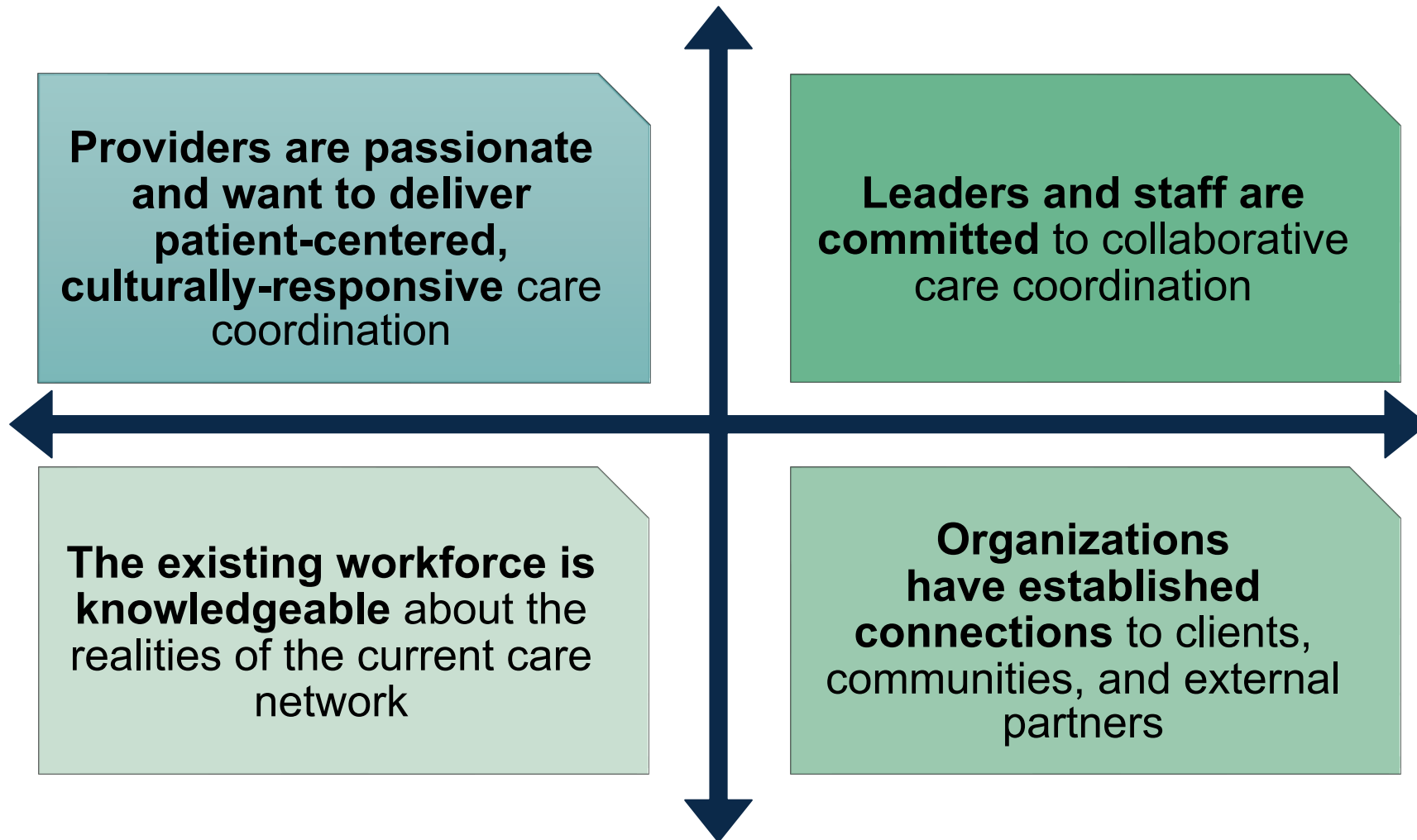
**Interviews and focus groups**  
(13.75 hours with 30 participants)



**Survey**  
(98 complete and partial responses)



# Strengths of current care coordination system





# Challenges

**Financial capacity**

**Workforce**

**Data infrastructure**

**Lack of Trust**

**Cultural and linguistic competency**

**Affordable and accessible services**

**Referral processes and communication**





# Top four suggestions from survey respondents for improving care coordination



Data-sharing technology that all agencies involved in care coordination have access to and can use



Sustainable funding for care coordination activities



Culturally responsive approaches to reach people served by health and social services



Hiring, training, and retaining a sufficient workforce

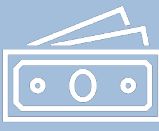


# Suggested goals for each recommendation area



## CIE and data sharing

- Implement solutions that work with current workflows while promoting changes to realize the full potential of technology.



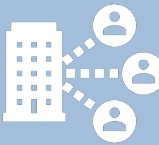
## Funding

- Diversify fundings streams and secure equitable, sustainable financing to support everyone who contributes to care coordination.



## Cultural competency

- Build a diverse care coordination workforce with the skills to provide culturally and linguistically-tailored care.



## Workforce

- Support and foster connections between existing care coordinators and take steps to increase diversity, equity, and inclusiveness.



## Community engagement

- Earn and strengthen community trust through intentional and ongoing engagement, investment, and power-sharing.





## Policy

- Improve access to existing services and move upstream to address root causes of harm and inequity.



# Snapshot of roadmap recommendations

  
**Near-term**

  
**Longer term**

	CIE and data	Funding	Cultural competency	Workforce	Community engagement	Policy
Near-term	<p>Prioritize CIE features people will use (resource directory, connecting with partners)</p>	<p>Increase partner funding to build capacity for transformation</p>	<p>Work with the community to create a resource on community-based care coordination</p>	<p>Acknowledge and seek ways to address burnout</p>	<p>Amplify community voices</p>	<p>Loosen requirements for existing services</p>
Longer term	<p>Make CIE usable for consumers and give them ownership of their data</p>	<p>Consider community-participatory budgeting processes</p>	<p>Host trainings (e.g., working with translators, trauma-informed care, and crisis management)</p>	<p>Match pay for non-profit staff to that of hospital service providers</p>	<p>Create paid positions, professional development opportunities for community members</p>	<p>Go further upstream to address root causes of care fragmentation</p>



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