

Executive Summary

Part II – Provider Perspectives: Findings and Recommendations from Qualitative Interviews in Years 1-3 of the Alliance Evaluation September 2022

Section A. Camden Coalition Perspectives – Measuring the Value of Social Care

Section B. Integration of The Alliance Model at Partner Organizations

Area of Strength: Flexibility and responsiveness of The Alliance to partner feedback

Area for Improvement: Consistency of communications and assessment of needs with partner organizations

Camden Coalition Recommendations:

- *SDOH Screening* – Provide partners with standardized “screening resource packets”, promote training for frontline staff, leverage screening “champions”, and incentivize screening
- *Unite Us* – Leverage existing community networks to promote Unite Us and incentivize platform use
- *CHW Program* – Provide partners with handouts with CHW information and train CHWs as “domain experts” for specific patient needs

Section C. Community Health Worker Program

Area of Strength: Valuable genuine, longitudinal relationships between CHWs and patients

Area for Improvement: Broader awareness of and connections to the CHW program

Section D. Unite Us Referral Processes

Area of Strength: User-friendly software and ongoing technical assistance from Unite Us staff

Area for Improvement: Specificity and accuracy of referrals on Unite Us

Camden Coalition Recommendations: Encourage organizations to regularly monitor and update program information and provide training for accurately completing referrals

Section E. Networking and Collaboration through Shared Meetings

Area of Strength: Shared meetings across partners and facilitation by community liaisons

Camden Coalition Recommendations: Continue promoting ongoing engagement among partners and include healthcare consumers in engagement efforts

Section F. Referral Pathways from Medical Partners to Connector Programs

Area of Strength: Many pathways for patients to receive referrals to connector programs

Area for Improvement: Alignment of patient needs and referrals to specific connector programs

Camden Coalition Recommendation: Develop a resource for medical partners about different referral pathways and eligibility criteria

Section G. PolicyLab Perspectives – Partner Buy-in to and Engagement with Social Care