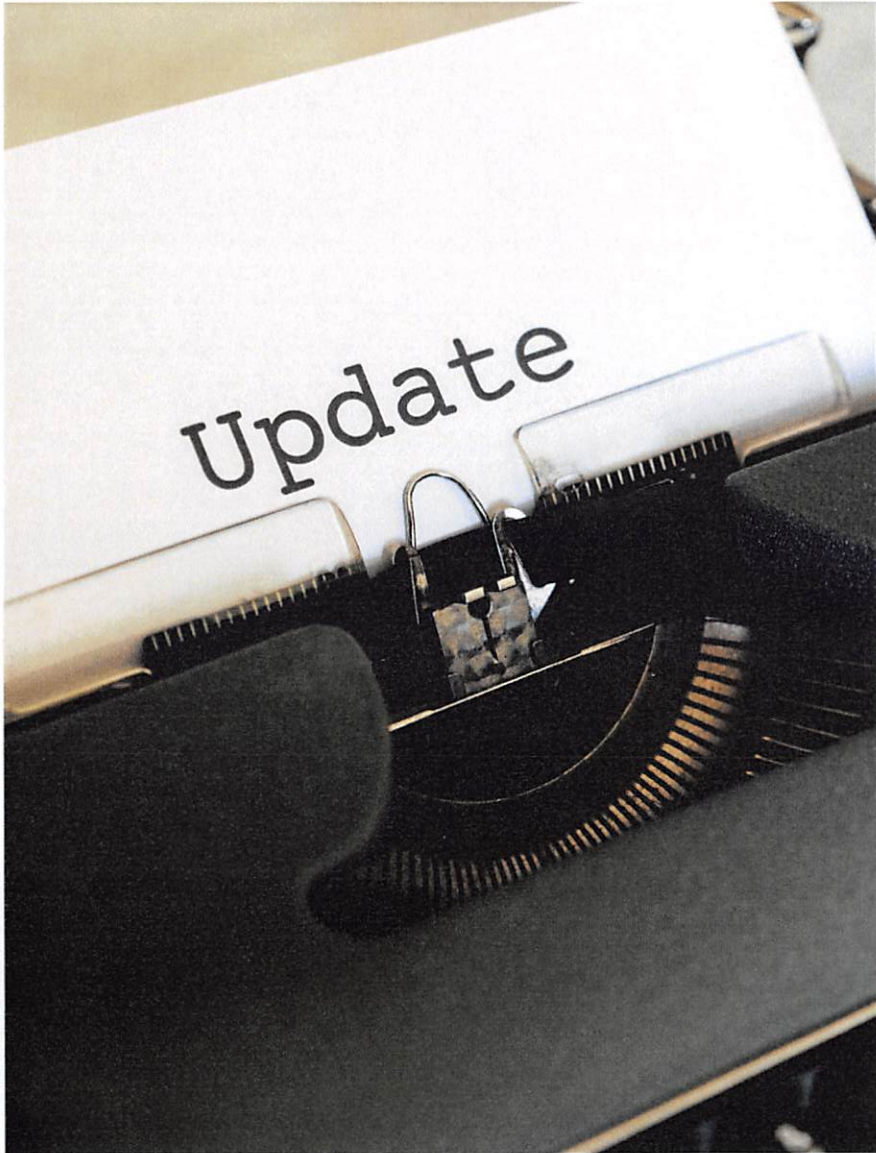




JAXCARECONNECT

Presentation to City of Jacksonville
Social Justice and Community Investment
Committee, May 24th, 2021

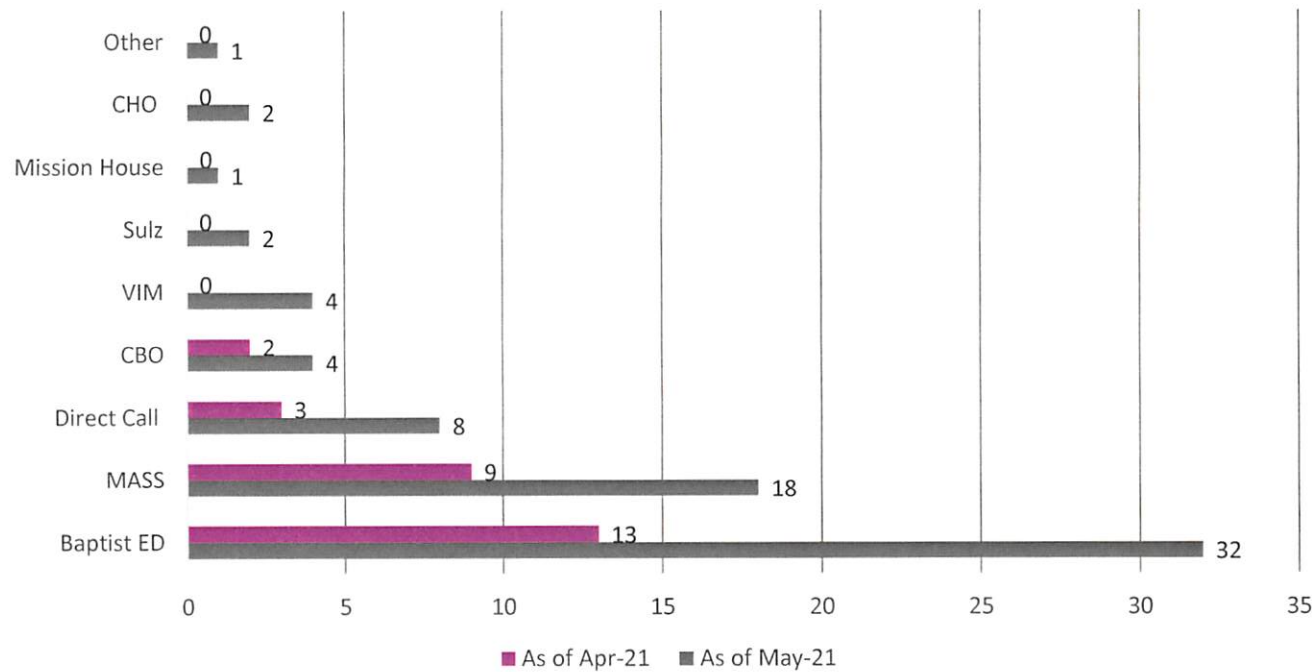


JaxCareConnect Updates

- Hired a Program Administrator (November 2020)
- Hired, onboarded and trained 2 Patient Health Advocates (February 2021)
- Received COJ Funding to hire a 3rd PHA, support capacity building, and technology (*PHA - June 4th start date*)
- Branding: Designed logo and our website is underway – goes live in June
- Identified a 3rd party evaluator: UNF's CCI
- Developed and piloting workflows; patient screenings, client referrals, SDoH screening and case management
- Supporting vaccination efforts and coordination with our clinic partners and Baptist Health
- PHA In-Clinic Shifts for patient resource appointments launched 4/13/2021 (team has been vaccinated)
- Exploring technology platforms for referrals, communication, documentation, health information exchange, and case management

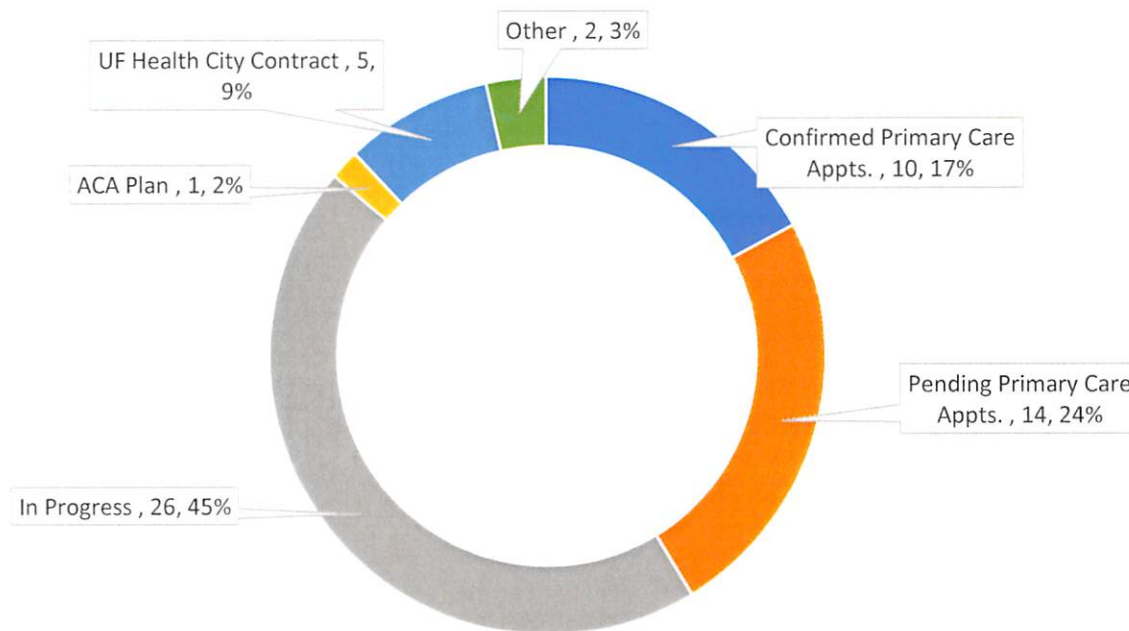
Soft Launch Phase: As of 5/21/21, JaxCareConnect has processed referrals for 72 clients from these sources:

**2018 data showed 6000 ER visits with a cost of 4.4 million. JaxCareConnect is moving into savings through increased connections to primary care for the uninsured.*



50 Clients Were Eligible For Program Support and Have Moved Successfully To Next Steps (69%)

(some individuals are duplicated below)



■ Confirmed Primary Care Appts. ■ Pending Primary Care Appts. ■ In Progress ■ ACA Plan ■ UF Health City Contract ■ Other



Referral / Patient Communications / HIE Platforms in Review

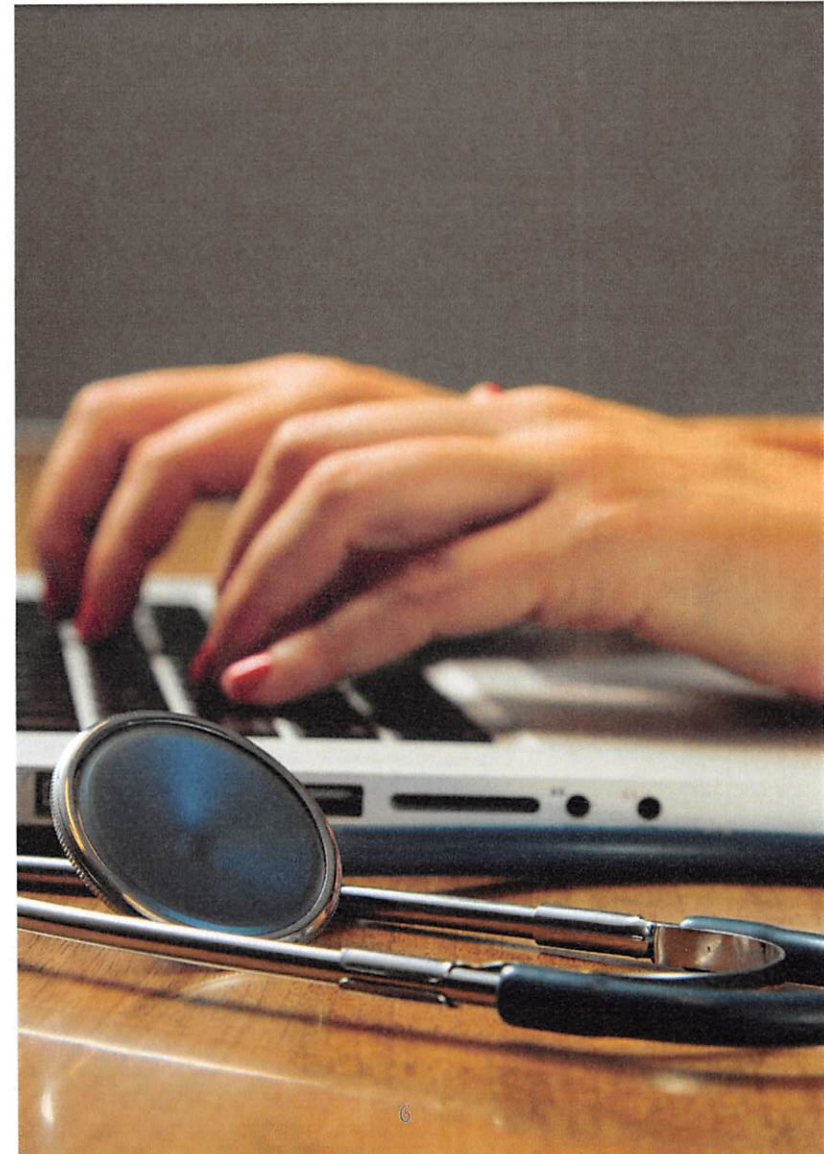
- **CareMessage Light**
- **Florida Agency for Healthcare Administration (AHCA) Encounter Notification Service (ENS) and Insurance Subscriber Lookup (Platform by Audacious Inquiry/ AINQ)**
- **Centralis Health** – Regional Health Information Organization (RHIO)
- **Unite Us** – sponsored closed-loop referral platform
- **Aunt Bertha** – subscription-based closed-loop referral platform

JaxCareConnect Community Collaborations

Establishing **community partnerships** within the Jacksonville community is essential for our success and the success of our patients.

Community Partnerships:

- United Way of NEFL Financial Navigation Program
- **United Way of NEFL 2-1-1 Lyft Partnership**
- **Health Planning Council**
- Players Center for Child Health (FL KidCare)
- **JTA Marketing and Readiride**
- Lutheran Social Services
- Episcopal Children's Services
- American Heart Association
- Inspire to Rise



Additional Support to Extend Capacity / Reach:

- **Administrative / Marketing Coordinator (1 FTE)** – support data collection and collation, manage daily social media / online engagement, triage escalated patient calls for support, community event scheduling, triage inbound referrals outside of automated tools, and more; **Salary, Fringe, Equipment: \$50,000**
- **Back-end Website Technology Tools: \$1,000**

Total Request for Consideration: \$51,000



Contact Information

Jenny O'Donnell
Administrator

jodonnell@jaxcareconnect.org

904-674-6454



JAXCARECONNECT

Direct Line for Clients: 904-595-7770

Enhanced Website go-live in June!