



NEWS RELEASE

Healthcare Collaborative of Greater Columbus Announces Central Ohio Pathways HUB

March 8, 2019 – COLUMBUS, Ohio – The Healthcare Collaborative of Greater Columbus (HCGC) is proud to manage the Central Ohio Pathways HUB, a neutral, central convener that connects our most vulnerable citizens with healthcare and community resources and creates accountability for outcomes. The HUB model, originally created by Dr. Mark and Sarah Redding of Mansfield, Ohio, was designed to address the fact that a community's most vulnerable and highest risk individuals are seeking care and assistance from hundreds of medical, behavioral health, education, employment, and social service organizations. In the HUB model, a central organizing point and standardized procedures are used to align funders and service providers to holistically and efficiently address issues through care coordination. By adding organized pathways for information flow and funding, the HUB brings increased efficiency and better outcomes for people accessing needed services. There are currently 7 HUB models in Ohio, and several in other states across the country.

The HUB model consists of the following core features:

- **Pathways:** 20 unique pathways create specific protocols and checklists to standardize work and ensure greater accountability. These checklists incorporate multiple functionalities to help address the wide variety of circumstances at-risk individuals may face.
- **Pathways Coordination:** Provides a single point of contact for individuals/families. Coordinators understand all pathways through a common set of credentials (Certified Community Health Workers); agencies receive payment for pathways coordination services based on effectiveness of performance through ability to connect clients to services.
- **Shared Referral Infrastructure:** Common system used by multiple community providers that allows identifiable client data to be used to refer a client to another organization. Allows for high quality referrals between pathways coordination providers and social service providers.
- **Aligning funders/payers:** Funding from government, health care, and private philanthropy is needed to ensure pathways coordination occurs for all people. Payments are made when pathways are completed, or at agreed-upon milestones.

"Since 1999, our organization, first as Access HealthColumbus and now HCGC, has continuously worked with community partners to improve all aspects of health and healthcare in our community," said Carrie Baker, HCGC President and CEO. "From coaching primary care practices, facilitating patient engagement in healthcare, transparently reporting quality measures, helping partners utilize data for effective decision-making and working with payers and employers to support more value for our healthcare dollars, we know that successful outcomes for all patients requires a collaborative, multi-stakeholder approach. The Central Ohio Pathways HUB is an exciting addition to our improvement portfolio. HCGC has an incredible staff team leading expert care coordination agencies deployed to help our community reach and maintain better health."

According to HCGC staff and The Central Ohio Pathways HUB Executive Director Jenelle Hoseus, HCGC recently trained 19 Community Health Workers (CHWs) and 11 CHW Supervisors from the following Care Coordination Agencies (CCAs) in Franklin County:

- The Breathing Association
- CelebrateOne
- Franklin County Public Health
- Physicians CareConnection
- PrimaryOne Health
- Wellness First

"The HUB model has seen incredible success in decreasing infant mortality. While we hope to build upon this, it is important to note that the model is a system of care for *all* populations, and not just pregnant women. These 20 pathways address the major barriers that we know keep people from being their healthiest – from transportation and education resources, smoking cessation to medication management, to food and housing assistance support. By utilizing community health workers, and meeting clients where they are, we can help them navigate health, insurance, and social service systems," Hoseus said.

For more information about the Central Ohio Pathways HUB, or HCGC monthly meetings visit: www.hcgc.org.

As one of over 30 Regional Health Improvement Collaboratives (RHICs) across the country, the Healthcare Collaborative of Greater Columbus provides a neutral, safe space that brings together providers, hospitals, social service agencies, public and private insurance, employers, government, public health, and patients and consumers to improve the quality, delivery, and value of healthcare and the overall health for all people in the Columbus region. For more information, visit: www.hcgc.org.

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