

CONNECTING PEOPLE *changing lives*



Community
RESOURCE

N·E·T·W·O·R·K

Powered By Quality Health Network

CommunityResourceNet.org

QHN Hot Topics

Community Resource Network (CRN)
Enhancements. Accomplishments. Vision

Tessa McInnis
CRN Assistant Director

Tess McInnis

Community Resource Network (CRN) Assistant
Director
Quality Health Network, Grand Junction CO

Tess is the Assistant Director for the Community Resource Network (CRN), a team-based service coordination platform that integrates with Western Colorado's Health Information Exchange, QHN. With over 20 years of wide-ranging experience in project management and business operations, Tess leads the CRN team in strategic planning, communication, community engagement, and implementation.



Community Resource Network (CRN)

CRN was developed to enable providers of medical, social and behavioral health services to:

- Better communicate
- Collaborate
- Share data
- Coordinate the care of their patients/clients

A process that has historically been vastly fragmented.





CRN 2023 Technical Enhancements

- **Increased number of customized forms for Network Partners – 35 total**

- Assessments
- Referral forms
- Intake forms

Gender (select all that apply)

- Male
- Female
- A gender that is not singularly 'Female' or 'Male'
- Questioning
- Client Doesn't Know
- Client Refused
- Data Not Collected

Veteran Status

- Yes
- No
- Client doesn't know
- Client refused
- Data not collected

Relationship to Head of Household

Project Name

Project Start Date

Has client ever experienced homelessness before?

Race (select all that apply)

- American Indian, Alaska Native, or Indigenous
- Asian or Asian American
- Black, African American, or African
- Native Hawaiian or Other Pacific Islander
- White
- Client doesn't know
- Client refused
- Data not collected

Ethnicity

- Non-Hispanic/Non-Latin(a)(o)(x)
- Hispanic/Latin(a)(o)(x)
- Client doesn't know
- Client refused
- Data not collected



CRN 2023 Technical Enhancements

- **Enhanced workflow for SDoH PRAPARE Screener**
 - QR code allows for easy client facing workflow
 - Ability to email/text assessment
 - Ability to ingest screeners taken outside of CRN



CRN 2023 Technical Enhancements

• Appointments

- Make, update, track and collaborate
- Invite other Network Partners
- Download to outlook

With: **Community Housing**

By: **Tessa McInnis**

Topic *

Date *

1/12/2024



From Time *

--:-- --



To Time *

--:-- --



All Day

Location / Call-in Number *

Reason

Team Visibility

All Team Members Involved parties

Invitees *

1 person selected

Generate ICS File

+ Attachments

(acceptable file formats : .jpg, .png, .pdf, .doc, .docx, .xls, .xlsx - 5 mbs max)



CRN 2023 Technical Enhancements

New level of privacy added: “Internal Only”

- Case Notes
- Document Vault
- Referral Attachments

New Case Note ×

Note Name *

Team Visibility

All Team Members

Internal Only

Notes *

CRN 2023 Technical Enhancements

- **More robust Resource Directory: Western CO 211**

- Now Statewide
 - Over 2,500 Resources in CO!
- API Updated weekly



CRN 2023 Accomplishments: Network Partners

- **Network Partner Organizations**

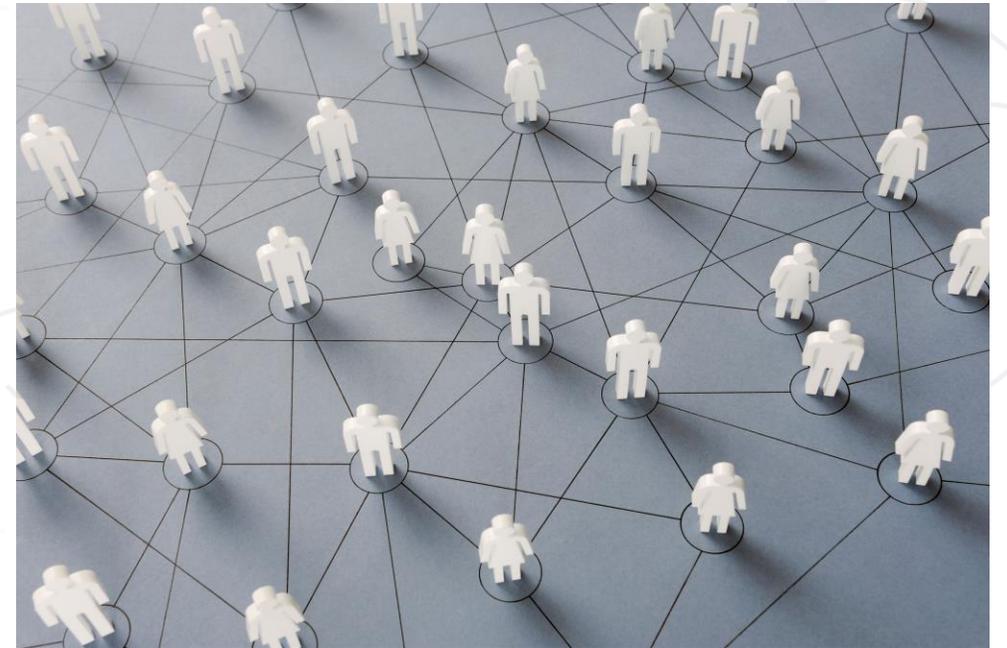
- New in 2023: **41**
- Total: **97**

- **Network Partner Programs**

- New in 2023: **42**
- Total: **164**

- **Associate Partners**

- New in 2023: **12**
- Total: **31**



CRN 2023 Accomplishments: Clients Being Served

New in 2023: **6,723**

Total Clients in CRN: **26,829**



Accomplishments: Referrals for Services

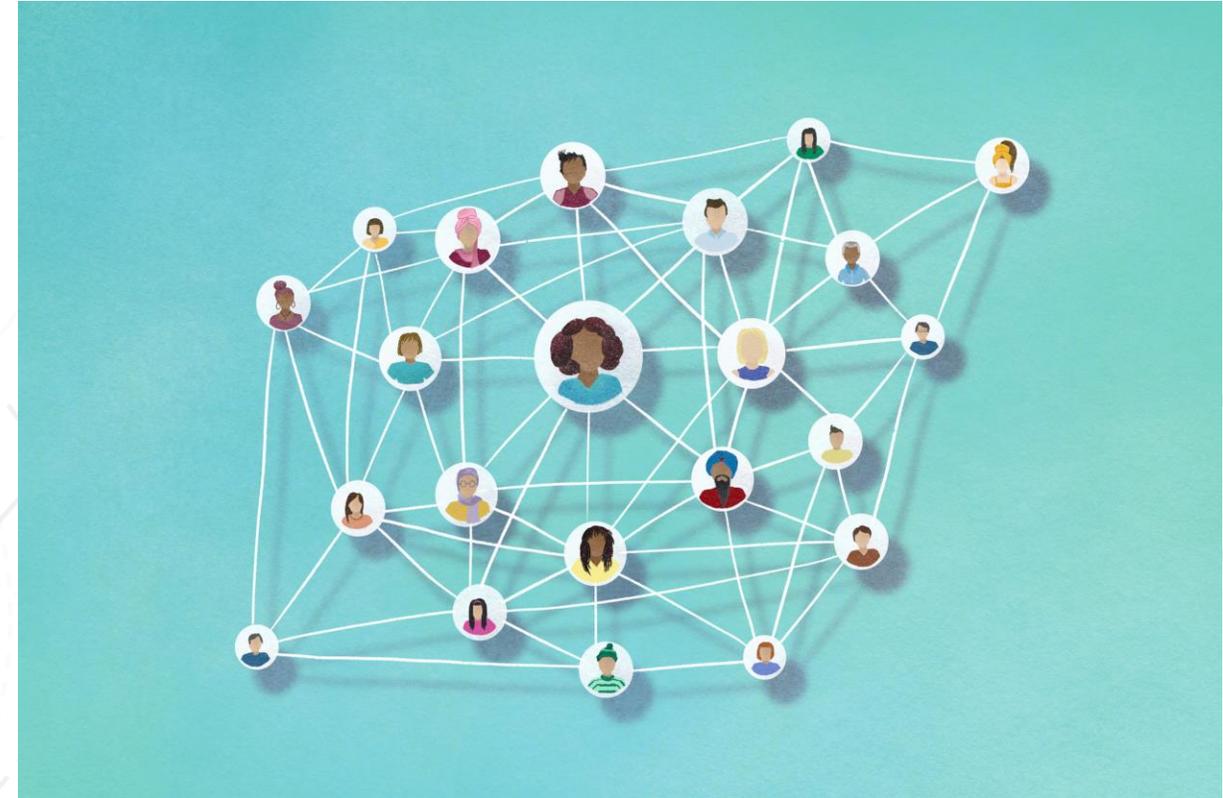
Total Referrals sent via CRN
through 2023:

12,059

Social
8,597

Healthcare
3,889

Behavioral Health
573



CRN 2023 Accomplishments: Care Coordination

• CRN Consent for Care Coordination

- New in 2023: **598**
- Total: **1,330**

• Care Teams Joined

- New in 2023: **1,704**
- Total: **3,328**



What's Happening in CRN

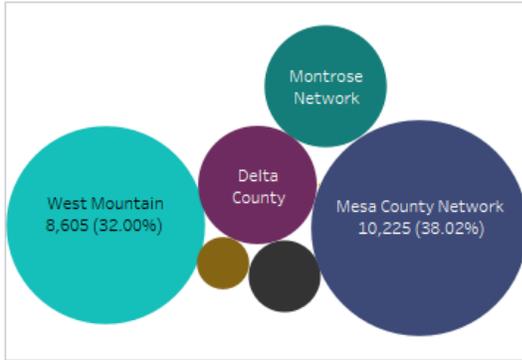
Client Demographics Total Clients :26,892

Clients with Medicaid: 15,398

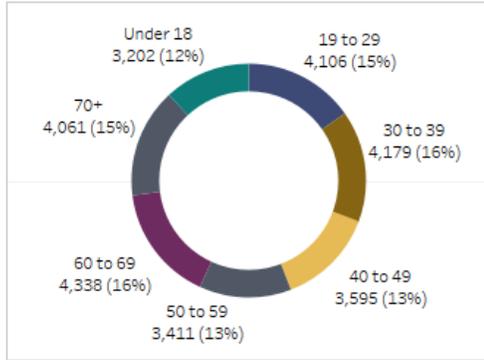
Clients with Medicare: 3,838

Client entered in CRN
All values

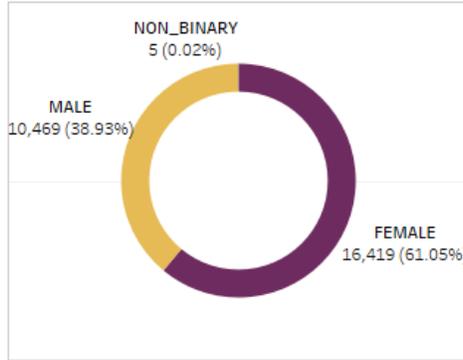
Region



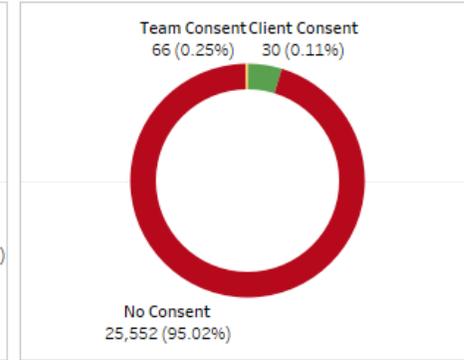
Age Ranges



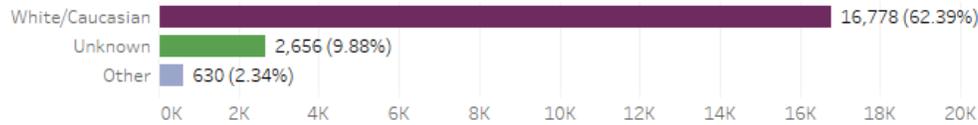
Gender



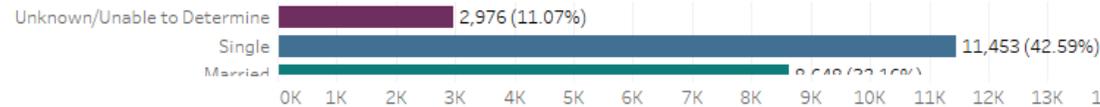
Consent



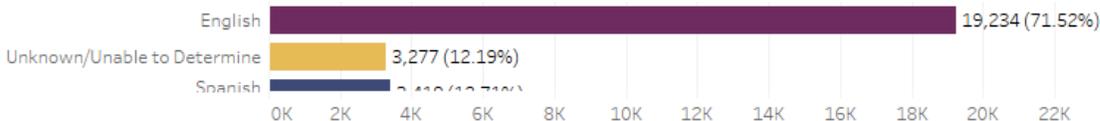
Race/Ethnicity



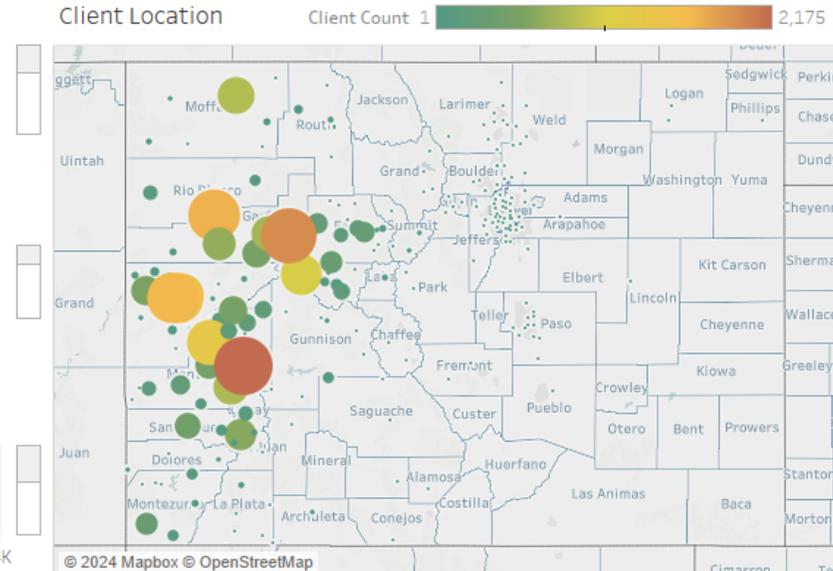
Marital Status



Primary Language



Client Location

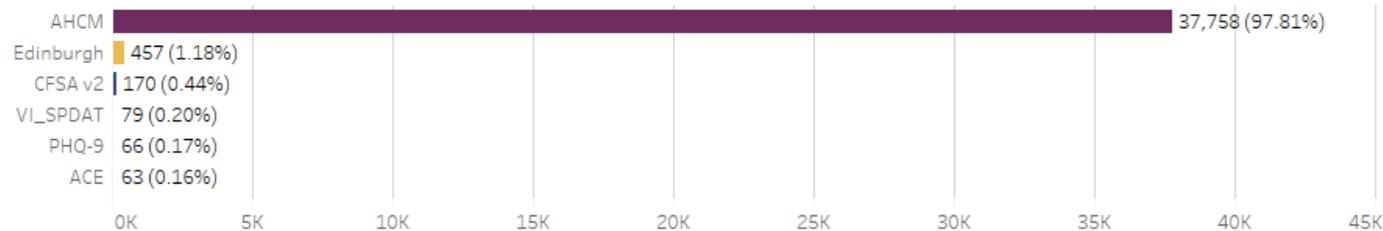


Total Assessments : 39,336 Assessments for Medicare Clients: 9,706 Assessments for Medicaid Clients: 27,167

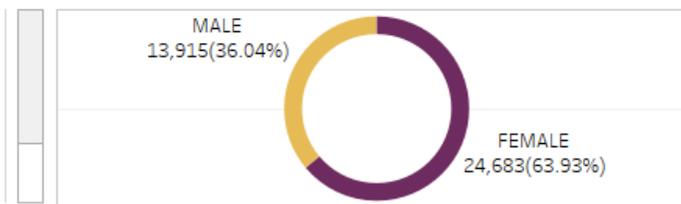
CRN Region
All

Date of Assessment
All values

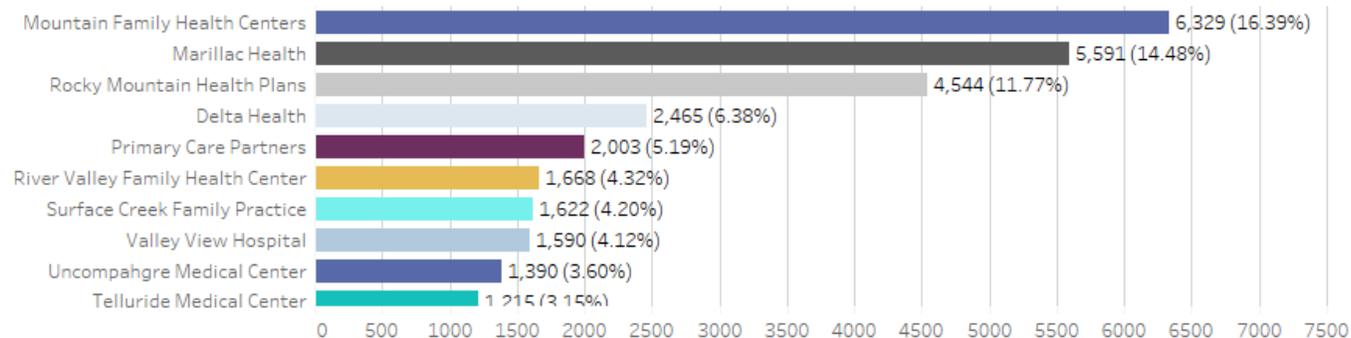
Assessment Type



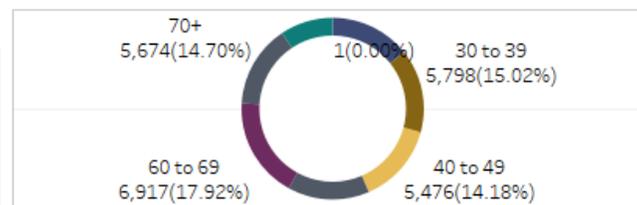
Assessments by Gender



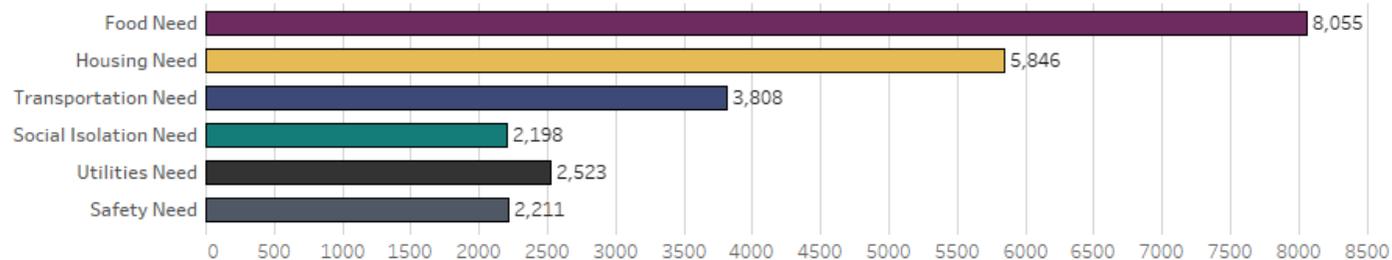
Administering Organizaiton



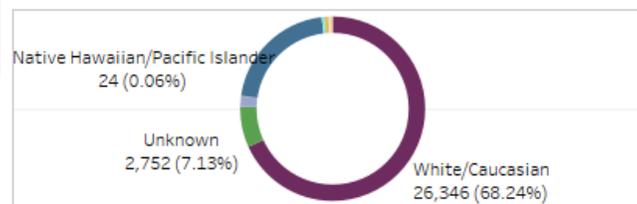
Assessments by Age



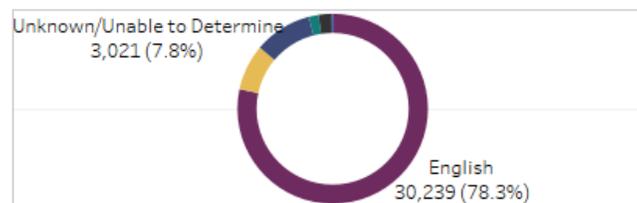
Count of Needs Identified from AHCM Screener



Assessments by Race/Ethnicity



Assessments by Primary Language

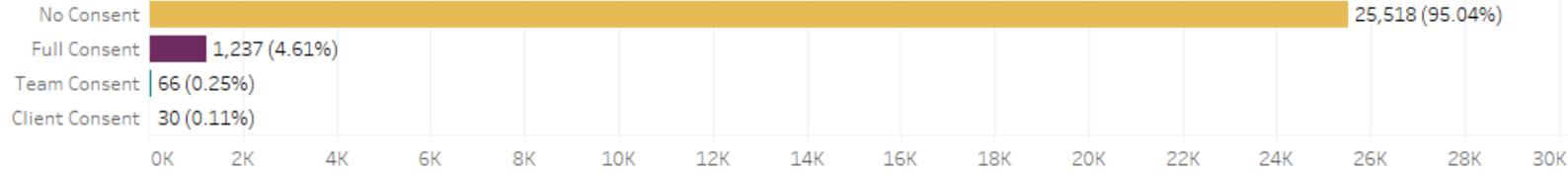


Total Consent Obtained: 1,335

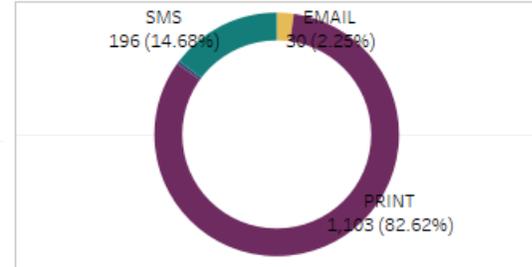
CRN Region
All

Date Consent Obtained
All values

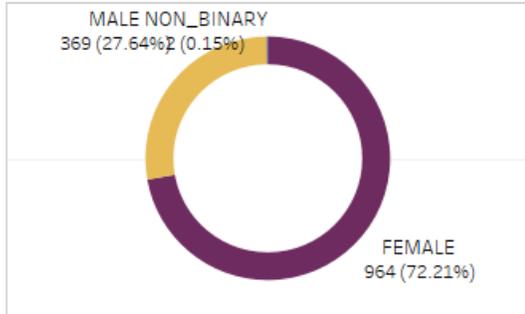
Consent Type



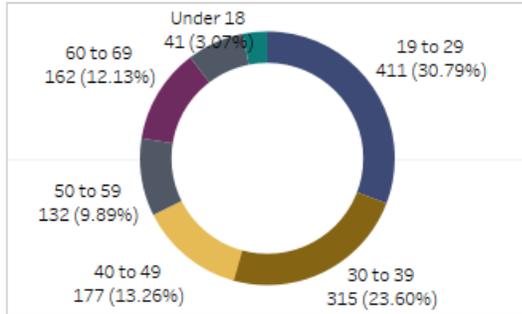
Consent Obtained Method



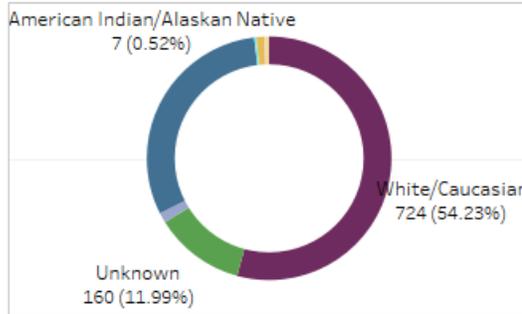
Consent by Gender



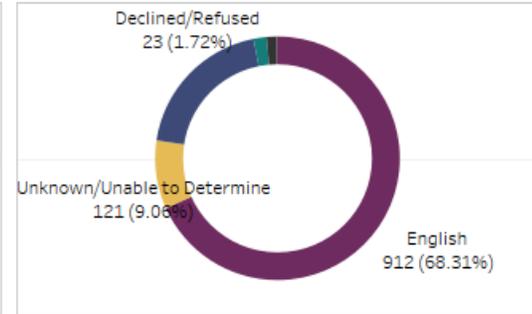
Consent by Age Range



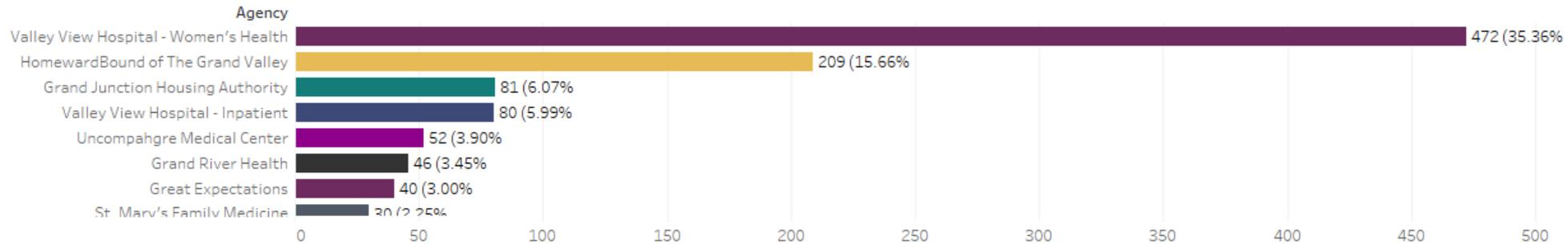
Consent by Race/Ethnicity



Consent by Language



Consent by Organization



CRN Going Statewide!

QHN and Contexture: SDoH Partnership

Contexture and QHN have a **shared vision** to improve the health and well-being of Colorado communities through **better-integrated** data-sharing capabilities by creating a **seamless data-sharing experience** for medical, behavioral health, and social providers.



CRN Accomplishments: SDoH Partnership with Contexture

As partnering HIE's, Contexture and QHN have established data sharing for people's clinical information. **Examples include:**



Clinical documents



Electronic Clinical Quality Measures (eCQMs)

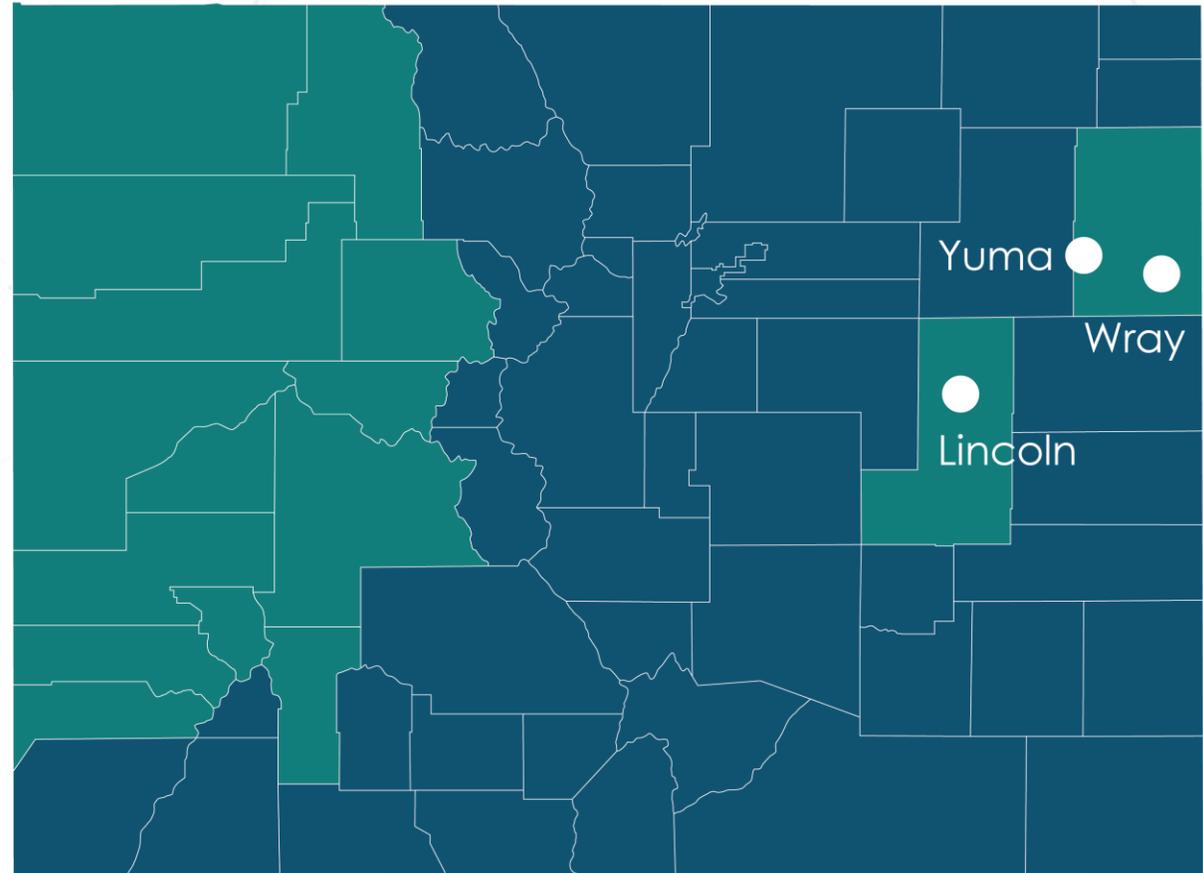


Admission/Discharge/Transfer (ADTs) Alerts

2024 CRN Expansion Pilot Communities

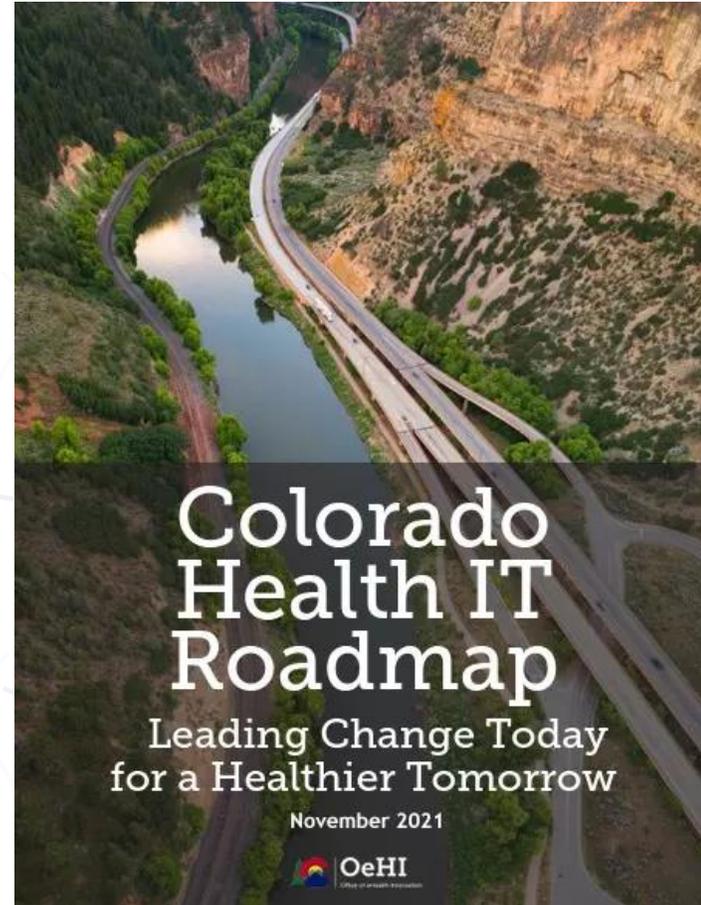
- **Northeast Region**

- **Wray, CO**
- **Lincoln, CO**
- **Yuma, CO**



CRN Vision 2024: Alignment with state wide SHIE efforts

- Colorado's Office of eHealth Innovation (OeHI) published a Colorado Health IT Roadmap in 2021 that included the vision for a Social Health Information Exchange (SHIE)
 - Goal of the SHIE: Build a sustainable SDoH infrastructure that is vendor agnostic and interoperable to meet the social needs of Coloradoans
- Contexture and QHN are committed to participate in the SHIE and support our partners who want to connect to the SHIE.



CRN Vision 2024: Technical Enhancements

- **Assessments**
 - SDoH AHCM Assessment available to all
- **Referrals**
 - Ability to attach assessments in CRN to outgoing referrals
 - Capacity Indicator – a stop light method to indicate an entity's capacity to receive new referrals.
- **ADA enhancements**
 - Ability for the user to change the font size, color scheme, etc. to meet their individual needs
- **Data Tagging**
 - Ability to associate data protected by various federal legislation (e.g., FERPA, 42 CFR Part 2).

CRN Vision 2024: Technical Enhancements Con't

- **Programs and Services**

- Ability to associate users and clients with specific programs and identify whether they are actively engaged or inactive in that program.
- Fees and Services will allow admins to associate fees with services so that can be tracked and reported from CRN

- **Improved reporting capabilities**

- Knowie Reporting Tool

Meet the Team!

What excites you most about CRN in 2023 or what's to come?



Jackie Sievers,
Director of CRN

"I'm excited to see users deepen their utilization of the system, showing impact to those needing services."



Jeff Stoddart, CRN Business Analyst

"Working with the various network partners on the new reporting capabilities."



Tess McInnis,
CRN Assistant Director

"It's incredibly rewarding to see the hard work of our communities being acknowledged nationwide!"



Sherri Corey, Director of Community Relations

"This year will be a very exciting time for the Community Resource Network with our expansion into other regions of Colorado outside of the western slope."

CRN User Experience

The Evolution and Success of CRN West Mountain Region



Namrata Shrestha

Assistant Director

**West Mountain Regional Health
Alliance**



CONNECTING PEOPLE
changing lives

Q & A



CONNECTING PEOPLE
changing lives

Thank you!

