Addressing Member Social Risk Factors

A Holistic Approach to Member Care

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AmeriHealth Caritas™
Louisiana

Delivering the Next
Generation
of Health Care

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AmeriHealth Caritas is the nation's leader in health care solutions for the underserved, and is among the largest organizations of Medicaid managed care plans and related businesses in the country. As a mission-based managed care organization, we put **care at the heart of our work** for members and their families.

AmeriHealth Caritas Louisiana participates in the Healthy Louisiana program, helping Louisiana families get proper care and stay well, and working with communities in need to achieve positive health outcomes throughout the state.

We have built a coalition of community partners throughout the state to help ensure we deliver meaningful and impactful services to our members.

Community Collaboration

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In 2018, AmeriHealth Caritas Louisiana hosted two roundtables in collaboration with *Governing* - the nation's leading media platform covering politics, policy and management for state and local government leaders - at the plan's Shreveport and New Orleans Community Wellness Centers to explore the issues of communication and coordination among stakeholders in **delivering effective community health.**

Following the meetings, we released a white paper, *Putting the Community Back in Healthcare*, to serve as a **roadmap for improving communication and engagement** in support of local communities. The paper highlights some of the important conversations that took place at the roundtables and spotlights examples of success that emerged from the events themselves, as well as from follow-up conversations with experts throughout the country.

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The Problem & Potential of Multi-Stakeholder Partnerships

Issues identified are not unique to Louisiana:

- Need for meaningful engagement with the communities they are trying to serve.
- Poor Communication & Coordination among organizations.
  - Reliance on “top down” communication that isolates.
- Lack of common definitions of frequently-used terms.
- Each stakeholder approaches issues with their own agendas.

Best Practices to Enhance Multi-Stakeholder Partnerships

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Partners should create a shared vision for community health.

- Shared Experience

Partners must collaborate with each other in deeper and more meaningful ways.

- Awareness and understanding of agenda/direction/purpose

Partners need to make communication with their communities a two-way street.

- Social Connections

Partners should ensure engagement is relevant and convenient.

- Meeting people where they are

"Better community engagement is not only important for the success of multi-stakeholder partnerships, it's critical to improving health itself. Research in the last decade shows how important social connections among people — in families, neighborhoods, etc. — are to health. In that sense, community engagement in itself makes people healthier." – *Putting the Community Back in Healthcare*. [3]

Moving Forward: AmeriHealth Caritas Louisiana's Community Commitment

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Keep the momentum going with continued conversations.

Collaborate among community health stakeholders.

Use Community Wellness Centers as hubs.

Engage experts.

Gather and use feedback.

Create a common vision.

Resources

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1. Deliberative Democracy Consortium: https://deliberative-democracy.net/
2. On the Table: http://onthetable.com/about/
3. *Putting the Community Back in Healthcare. How state and local governments can improve communication and engagement with the populations they serve*. https://www.governing.com/papers/Putting-the-Community-Back-in-Healthcare-112505.html?promo_code=GOVERNING_web_library_list
4. Rethink Health: https://www.rethinkhealth.org/
   Rethink Health's blog series on increasing community engagement:
   - Blog 1: https://www.rethinkhealth.org/the-rethinkers-blog/exploring-resident-engagement-for-health-system-transformation/
   - Blog 2: https://www.rethinkhealth.org/the-rethinkers-blog/keep-three-approaches-in-balance-for-successful-resident-engagement/
   - Blog 3: https://www.rethinkhealth.org/the-rethinkers-blog/the-importance-of-residents-sense-of-belonging-trust-and-power/
   - Blog 4: https://www.rethinkhealth.org/the-rethinkers-blog/when-designing-resident-engagement-practices-local-context-matters/
5. Stanford Medicine, The Center for Compassion and Altruism Research and Education, "Connectedness and Health: The Science of Social Connection," http://ccare.stanford.edu/uncategorized/connectedness-health-the-science-of-social-connection-infographic/