



Our five-county region touches more than 1.2 million lives, many of whom struggle to navigate systems of need - housing, primary medical, mental health, food access, COVID vaccine access, and more. North Sound ACH is expanding its Care Coordination Hub, supporting multiple models and support levels, depending on the needs of your organization and clientele – opening doors between silos, and bridging connections to trusted community organizations who can be the client’s navigator.

What is the Care Coordination Hub?

The Hub centralizes information, freeing care coordinators to concentrate on direct service to support community members in need. Using a common information platform, the Hub can connect referral resources that are available across the region, and can share:

- trends about care coordination needs, especially focused on social determinants of health;
- where individuals and families are being referred for services and support.

Through the Hub, North Sound ACH provides continuous tracking and measurement of specific health outcomes, agency outcomes, staff outcomes, and opportunities for coordinated quality improvement efforts.

What does the Hub provide you and your clients?

The Hub provides a way for care coordination partners to interact in the referral process, and utilizes a diverse mix of entities including schools, community-based organizations, family resource centers, emergency medical services and health delivery systems who work closest with community members.

The Hub will provide varied levels of support to care coordination partners, including technical assistance, and access to equity and tribal learning. If care coordination partners are willing to accept referrals from the Hub, there are additional options available, including financial support (examples: support for start-up and incentives for achieving outcomes), access to documentation tools on the common platform, coordinated and secure referral entry point, and information exchange.

How can you make a referral?

The Hub accepts referrals via a HIPAA-secure [webpage](#), by phone, email, or within the common platform. Eligibility is open to anyone in the North Sound region, regardless of insurance status, who struggles to navigate clinical and social determinants of health systems.

The Hub’s goal is to connect partners across the region where there are identified gaps in care for specific populations, such as English language learners, youth, people who have been incarcerated, 2 Spirit LGBTQ+, and more, to synchronize care coordination services. The Hub is not intended to replace or compete with existing programs, but to augment, resulting in a sturdier safety net.

Email our Hub team for more information on how to get involved at Hub@NorthSoundACH.org.