



Standard Operating Procedure

As part of _____ commitment to better connecting people to health and social services and increase health equity, a selection of _____ employees have access to the Unite Us Platform and the _____ network — a coordinated referral ecosystem of health and social care providers throughout _____.

What is _____ ?

_____ is a statewide network that unites healthcare and human service organizations with a shared technology that enables a coordinated, community-oriented, person-centered approach for delivering care in _____. _____ helps providers electronically connect those with identified needs to community resources and allow for feedback and follow up. This solution ensures accountability for services delivered, provides a “no wrong door” approach, closes the loop on every referral made, and reports outcomes of that connection. _____ allows you to refer your clients across counties in _____.

Purpose

Successful Unite Us implementation and adoption requires more than just using the platform. You are part of a collective movement to better connect people to health and social services and increase health equity; this work will require not only logging in to the Unite Us Platform but a broader change in behavior for you and your teammates. To meet the ever-growing and increasingly complex health and social needs of communities,

_____ must be adaptable and responsive. Change is essential for several reasons:

- ❖ Effectively treating co-occurring needs for individuals and families
- ❖ Maintaining funding/investment even when state or local policies shift
- ❖ Expanding services/initiating innovative projects
- ❖ Effectively treating co-occurring needs that so many face
- ❖ Increasing health equity in _____

Network Standards

The success of the network is determined by one main factor: the commitment of providers to comply with network standards. If network partners are not engaged, our community members will not receive the resources they need and deserve.

Key Network Standards to which all in-network partners are held include the following:

The maximum length of time partners should take to respond to a referral

How many attempts should be made to contact an unresponsive client before closing a case or referral

How regularly organizations should review/update their organization and program information

How regularly organizations should update their user information when users leave the organization/should no longer have access

The maximum length of time users should take to close clients' cases once they know the outcome

The maximum length of time users should take to add the first note to the client's case after the case is created.

The maximum length of time a case should be open without a note being added. Otherwise, the case should be closed with a resolution.

Within two business days

Three attempts over ten business days

Once a quarter/as needed

Within two business days of change in user access

Within two business days of resolution

Within seven business days

No more than three months

Goals

All departments at _____ have set goals to monitor our participation and referral activity,

in the network. These will be analyzed on a _____ basis.

Utilization

- _____% of all users have logged in at least once

Referral Activity

- _____ referrals are sent each month
- _____% of referrals are accepted each month

Clients/Patients

- _____ unique clients are served each month

Service Outcomes

- _____% of all referrals are accepted
- _____% of all accepted referrals are closed with resolved outcomes