Archstone Foundation and
The Aging & Public Health Section of
The American Public Health Association

present the

2019
Award for Excellence in Program Innovation

ARCHSTONE
FOUNDATION

www.archstone.org

American Public
Health Association
APHA
Working for a Healthier World

www.apha.org

2019 AWARD WINNER

Lifespan of Greater Rochester, Inc.

Community Care Connections

ORGANIZATION

Lifespan of Greater Rochester, Inc. (Lifespan) supports older adults and caregivers to take on the challenges and opportunities of longer life in the Greater Rochester, New York and Finger Lakes regions. A non-profit, community-based organization, Lifespan is a trusted source of unbiased information and guidance. It provides more than 30 services and advocacy for over 40,000 people annually, including older adults, people with disabilities, and caregivers.

PROGRAM

In 2015, Lifespan created the Community Care Connections (CCC) pilot program with support from the New York State Department of Health. The goal of this demonstration project was to prove that integrating traditional community-based services through partnerships with healthcare providers positively affects cost, quality, and patient and physician satisfaction. Lifespan staff saw the need to close gaps in care for medically-frail older adults experiencing multiple emergency department (ED) visits and hospital readmissions.

To address patients' needs, the CCC program offers the following three programmatic components:

1) Social Work Care Managers who conduct home visits, assessments, care planning, and link patients to community-based services. Financial benefits eligibility, transportation, safe housing, minor home modification, evidence-based chronic disease and fall prevention classes, meal deliveries and more.

2) LPN Healthcare Coordinators and Community Health Workers (patient advocates and educators) to schedule and attend appointments with patients, coordinate transportation, ensure access to preventative health screening, conduct medication reconciliations, and provide health literacy training.

3) A "closed loop" of communication with its healthcare partners.

Patients who qualify for the program are older adults, referred by physician practices and certified home healthcare agencies, and meet one or more of the following criteria: 1) struggling with medical adherence; 2) co-morbidities, especially those with limited activities of daily living (ADLs); 3) been hospitalized and/or had an ED visit within the last year; 4) low health literacy; 5) low-income; 6) housing and financial needs; 7) an aging or stressed

caregiver; 8) without family and/or caregiver support; and/or 9) substance abuse or mental health issues.

OUTCOMES

Lifespan contracted with the Rochester Regional Health Information Organization (RHIO) to provide ED and hospitalization encounter data for pre- and post-intervention comparisons. The New York Academy of Medicine (NYAM) evaluated CCC's effectiveness and return on investment (ROI) of the program.

Specific CCC program pilot outcomes include:

- A total of 1,667 older adults were referred by physician practices and certified home healthcare agencies;
- Over 3,700 community-based services were accessed;
- An average of 3.78 services per client were accessed;
- Estimated ROI was $4 per dollar spent on providing CCC based on an analysis of 90-day pre- and post-data;
- Hospitalizations decreased by 36% post 90-days;
- ED visits decreased by 38% post 90-days; and
- Caregiver stress decreased by 87%.

The evaluation also identifies which community service connections made the greatest difference in decreasing older adults' ED use and hospitalizations after enrollment in the program. For example, the analysis showed that Lifespan's work to link older adults to bill paying, home meals and grocery delivery, transportation, minor home modifications, and fall prevention classes resulted in significant decreases in ED visits and hospitalizations.

PARTNERSHIPS

CCC was developed with guidance from a community steering committee comprised of representatives and medical providers from the two major health systems in the Greater Rochester and Finger Lakes areas, Area Offices for the Aging, health insurance agencies, Monroe County Medical Society, Finger Lakes DSRIP (New York State's Medicaid reform initiative) and Accountable Care Organizations (ACOs). This diverse group of advisors brought unique perspectives and recommendations for outreach and workflow integration with healthcare providers. Committee members stressed ithe importance of making referral access to CCC easy. They also suggested the need to provide consistent, structured communication with medical providers for care coordination and troubleshooting, understanding the full effects of the program, and identifying areas of improvement.

DISSEMINATION

The results of the CCC pilot evaluation have been shared widely, including local, state, and national conferences, local foundations, and presentations to other potential funders. In addition to new foundation funding, the positive results have enabled Lifespan to obtain additional demonstration grants and contracts from an ACO and insurer to continue the work of CCC.

Lifespan is working to create a pathway from demonstration project funding to a sustainable payment model, including value-based contract agreements with ACOs, Managed Care Organizations, and Independent Practice Associations. Continued evaluation of the program will provide results and cost analyses broken down by each funder's population of interest, and will help make the case for sustainability.

Building on the CCC pilot and its results, New York University (NYU) and NYAM received a Robert Wood Johnson Foundation grant to create a control group in partnership with the Rochester RHIO, and with technical assistance from Lifespan. Results will be published by NYU and NYAM.

To learn more, please contact:

Ann Marie Cook
President and CEO
Lifespan of Greater Rochester, Inc.
awells@lifespanrochester.org
(585) 244-8400

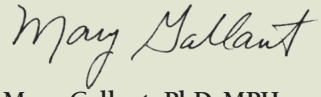
DEDICATION

The Award for Excellence in Program Innovation was established by an endowment from Archstone Foundation, to the Aging & Public Health Section of the American Public Health Association, to recognize best practice models in caring for older adults. This annual award considers national programs that innovatively link academic theory with applied practice in the field of public health and aging. In the 20th century, public health led efforts to reduce the harms of communicable diseases produced fantastic gains in life expectancy. In the 21st century, as the aging of the population brings new challenges to the fore, such as cognitive impairment, multiple chronic illness, and functional impairment, we believe that public health again has an essential role to play. It is our hope that these model programs will be replicated and will continue to be evaluated in an effort to enhance services for older people throughout the United States.

We extend our deep appreciation to Irena Pesis-Katz, PhD, Chair of the Archstone Foundation Award Selection Committee, and the other members of the award selection committee for their efforts in reviewing the nominations and selecting the outstanding program to receive this year's award.

To the winner of the 2019 Archstone Foundation Award for Excellence in Program Innovation, all the nominees, and to all who participated in the award process as applicants or reviewers, we offer our best wishes for continued success in their commitment to develop service models in the field of aging and public health.

Christopher A. Langston, PhD
President & Chief Executive Officer
Archstone Foundation



Mary Gallant, PhD, MPH
Chair, Aging & Public Health Section
American Public Health Association

AWARD SELECTION COMMITTEE

Irena Pesis-Katz, PhD (Chair)
Associate Professor
Senior Director, PHM Informatics and Payment Innovation
University of Rochester Medical Center

Sato Ashida, PhD
Associate Professor
Community and Behavioral Health
University of Iowa, College of Public Health

Derek Cegelka, PhD, MPH, CHES
Assistant Professor
Stephen F. Austin State University
Department of Kinesiology and Health Science Center

Jeananne Elkins, PhD, DPT, MPH
Associate Professor
Department of Physical Therapy
Brenau University

Connie Evashwick, ScD, FACHE
President
Consulting & Evaluation Associates

Jolene Fassbinder, MSG, MACM (Ex-officio)
Program Officer
Archstone Foundation

Shinduk Lee, DrPH, MSPH
Postdoctoral Research Associate
Center for Population Health and Aging
Texas A & M University

Yue Li, PhD
Professor
Department of Public Health Sciences
University of Rochester

Karon L. Phillips, PhD, MPH, CHES, CAPS
Adjunct Assistant Professor
University of Maryland Baltimore County

For a list of previous Award for Excellence in Program Innovation winners go to
www.Archstone.org

PAST AWARD WINNERS

2018	Jewish Home Family's Parkinson's Center, Jewish Home Family, Rockleigh, New Jersey
2017	Prevention & Wellness Trust Fund (PWTF), Massachusetts Department of Public Health
2016	Support And Services at Home (SASH), Cathedral Square Corporation
2015	Student-Run Free Clinic Project Eldercare Program, University of California, San Diego
2014	Mobile Medicare Health Clinics, University of the Pacific
2013	Age-Friendly New York City, A Partnership between the Office of the Mayor, New York City Council, and New York Academy of Medicine
2012	Livable Community Initiative, City of Kingsport
2012	Healthy Steps in Silicon Valley, The Health Trust
2011	PEARLS, University of Washington, Health Promotion Research Center
2010	Area Geriatric Education Scholars Program for Upper Peninsula Youth (AGES), Upper Peninsula Health Education Corporation
2009	PREPARE: Disaster and Emergency Preparedness for Long-Term Care, Mather LifeWays Institute on Aging
2008	Guided Care: Improving Chronic Care for High Risk Seniors, Johns Hopkins University Bloomberg School of Public Health
2007	The Dancing Heart Program, Kairos Dance Theatre
2006	Brain Get Your Mind Moving, New England Cognitive Center
2005	Legacy Corps for Health and Independent Living, University of Maryland, Center on Aging
2004	Dignified Transportation for Seniors, Independent Transportation Network
2003	Alzheimer's Health Education Initiative, Alzheimer's Association
2002	Kinship Support Network, Edgewood Center for Children and Families
2001	Groceries to Go, Elder Services Network
2000	Experience Corps, Johns Hopkins Medical Institutions, Center on Aging and Health
2000	Assistive Equipment Demonstration Project, University of Massachusetts, Gerontology Institute
1999	Senior Wellness Project, Northshore Senior Center
1998	A Matter of Balance, Boston University, Royal Center for Enhancement of Late-Life Function

AMERICAN PUBLIC HEALTH ASSOCIATION

APHA champions the health of all people and all communities, strengthens the public health profession, and speaks out for public health issues and policies backed by science. The mission of the Aging and Public Health Section of APHA is to promote the health and well-being of individuals as they age by improving their health, function, quality of life, and financial security.

ARCHSTONE FOUNDATION

Archstone Foundation is a private grantmaking organization whose mission is to contribute toward the preparation of society in meeting the needs of an aging population. The Foundation has awarded more than $118 million in grants since it was established in 1987.