

Housing for Health

CARE COORDINATION PLATFORM

Housing First and Housing for Health programs place individuals in supportive housing with the objective of improving an individual's health. Housing for Health programs combine supportive housing, case management, medical care, and behavioral health care to improve health outcomes for vulnerable populations.

Housing programs that seek to improve health by providing housing have demonstrated the potential to accomplish the Institute for Healthcare Improvement (IHI) Triple Aim: better care, improved health outcomes, at a lower cost.

Los Angeles County, the most populous in the United States, has the second highest homeless population. According to one study, providing supportive housing to frequent users of Los Angeles County systems led to an average decrease in healthcare costs by 72%. LA County's Housing for Health program, which places homeless individuals into supportive housing as a means to achieve improved health outcomes, uses the ClientTrack[®] Care Coordination platform to manage their Housing for Health program.

ClientTrack helps housing for health programs accomplish the goals of improved care, better health outcomes, and reduced overall cost. Our highly flexible care coordination platform includes modules designed specifically for tracking and monitoring clients, managing housing, and sharing data among a variety of providers. The system can be configured to custom program needs with unique reporting, data collection, and eligibility requirements.

POWERFUL CASE MANAGEMENT

ClientTrack's baseline, out-of-the-box solution provides the powerful case management tools you need for client intake, assessment, referral, enrollment, and reporting. Additionally, the system is flexible enough to incorporate housing data, case notes, healthcare monitoring, and outcomes tracking. Housing for health programs manage large amounts of data from multiple program disciplines. ClientTrack helps case managers and care coordinators successfully input, query, analyze, and report on this information.

- » **Individual goals, outcomes, and progress reporting.** ClientTrack gives you the flexibility to customize a unique treatment plan for each client or to assign standardized care plans as needs require.
- » **Facility and program management.** Track housing facility data, payments, eligibility requirements, and utilization for housing units. Quickly match eligible applicants with suitable housing.
- » **Historical assessments.** Track progress toward goals and desired outcomes using historical data recorded at multiple time points during the course of treatment.

COORDINATION AND ACCOUNTABILITY



PATIENT PORTAL

The ClientTrack patient portal enables patients to be more engaged with their own care and communicate with their care team. In situations where it is appropriate, a guardian, family member, or other authorized stakeholder can also access the patient's information through a patient portal.

- » **Coordinate care among multiple providers.** ClientTrack's patient-centric case management puts the patient squarely at the center of the health record across multiple providers, treatment programs, and locations of care.
- » **Medication tracking module.** Record and track all patient prescriptions and dosage amounts.
- » **HIPAA and 42 CFR Part 2 Compliance.** Built-in security controls with multiple levels of access protect patient data even among providers and care teams within the same organization.
- » **HL7 FHIR-compliant data exchange** for interoperability with other partners, labs, providers, and health systems.



REPORTING AND ANALYTICS

ClientTrack includes three different types of reporting—formatted reports built with Microsoft Report Builder, ad-hoc reports created with our integrated Data Explorer query tool, and SQL query access through our Query Designer for enterprise-level users who need direct database access. Data Explorer gives you instant access to your data through an easy-to-use query builder. Simply identify the information you want by dragging data elements into your query to generate an instant report with the insight you need.

The library of pre-built reports provides formatted reports that cover a wide variety of state and federal reporting requirements, outcomes reporting, financial reporting, and other key metrics to gauge the effectiveness of housing for health programs.

Designed for enterprise-level users with an advanced understanding of SQL and relational databases, the Query Designer is a powerful way to access data for mass data extraction, to merge with other data sources, or to meet specific organizational requirements.

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, visit eccovia.com or call **888.449.6328** to speak with one of our experienced solution experts.



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REAL SOLUTIONS • REAL PERSON IMPACT

Eccovia is a trusted provider of industry-leading software and services for health and human service organizations. As an innovator in cloud-based technology, we are at the forefront of case management solutions for organizations of all sizes. With diverse partners in the non-profit, private, and public sectors, Eccovia is dedicated to providing compliant, collaborative, outcomes-oriented solutions to those who create a lasting impact in the lives of the people and communities they serve.