



CHAPTER 10

Track Enabling Services

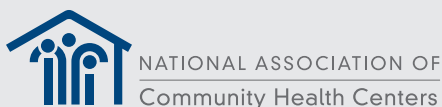
This chapter provides tools on how to document the enabling services interventions your organization provides to address patients' social determinants of health barriers. Enabling services are non-clinical support services and interventions that support the delivery of basic health services and facilitate access to comprehensive care and community services. They include referrals to community resources, insurance eligibility assistance for uninsured patients, interpretation for Limited English Proficient patients, and housing assistance for homeless individuals.

Enabling services data collection is important considering the transition from a volume to value-based health care environment, whereby providers are becoming increasingly accountable for achieving quality health outcomes while lowering the total cost of care. Overall, tracking enabling services is important to:

- Make the business case for sustainable funding for non-clinical support services
- Highlight the value of enabling services as an integral component of value-based health care and practice transformation
- Demonstrate organizational eligibility for patient-centered medical home (PCMH) accreditation and other quality incentives
- Provide organizations with standardized data to ensure high quality and comprehensive care for vulnerable, underserved, & diverse populations

This chapter provides tools and resources to guide health centers and health care delivery systems who wish to codify and track enabling services.

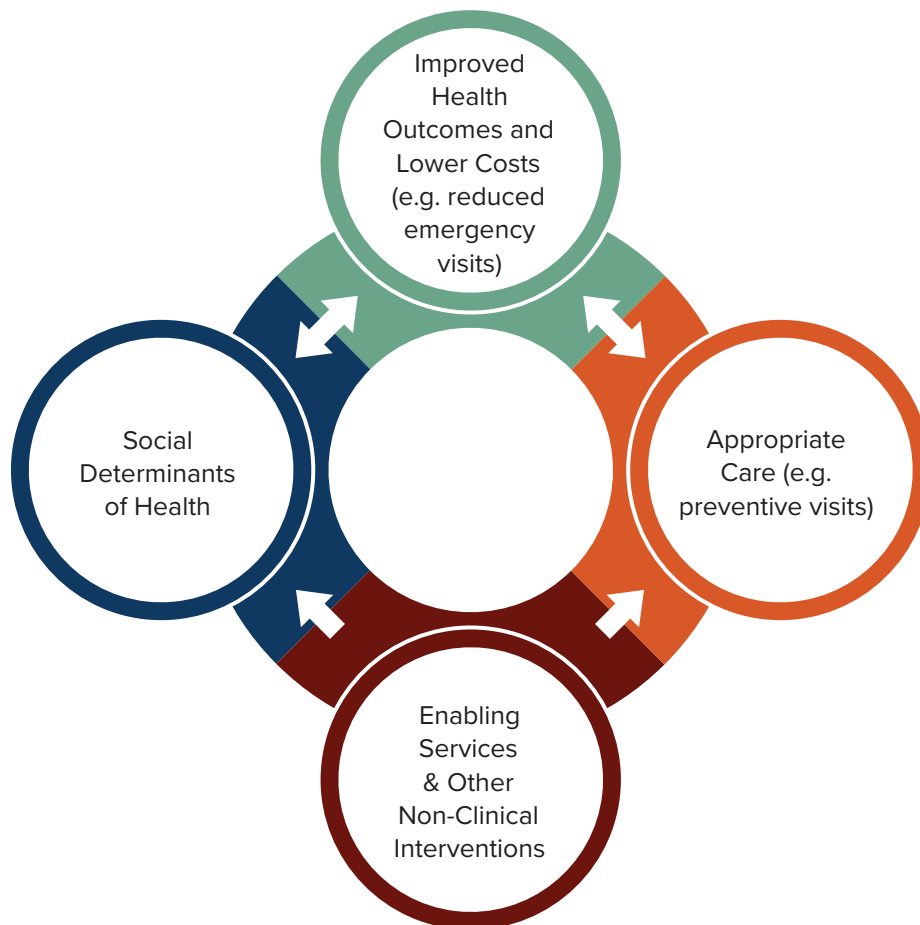
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Demonstrating Value by Documenting Both Enabling Services/Interventions and PRAPARE

Once you have implemented PRAPARE and developed the appropriate interventions, it is important to track those interventions to better understand the value of existing interventions to address patient risks. Research demonstrates that enabling services lead to positive impacts on outcomes, costs, access, and patient satisfaction as exhibited by **FIGURE 10.1**. By documenting enabling services, your organization can determine which interventions are most effective at addressing particular risks for particular populations which can inform clinical operations as well as resource allocation to lead to improved patient care. You can also better quantify the extent to which your organization already provides enabling services in terms of staff involved, services provided, and time spent providing those services—much of which may not be currently reimbursable.

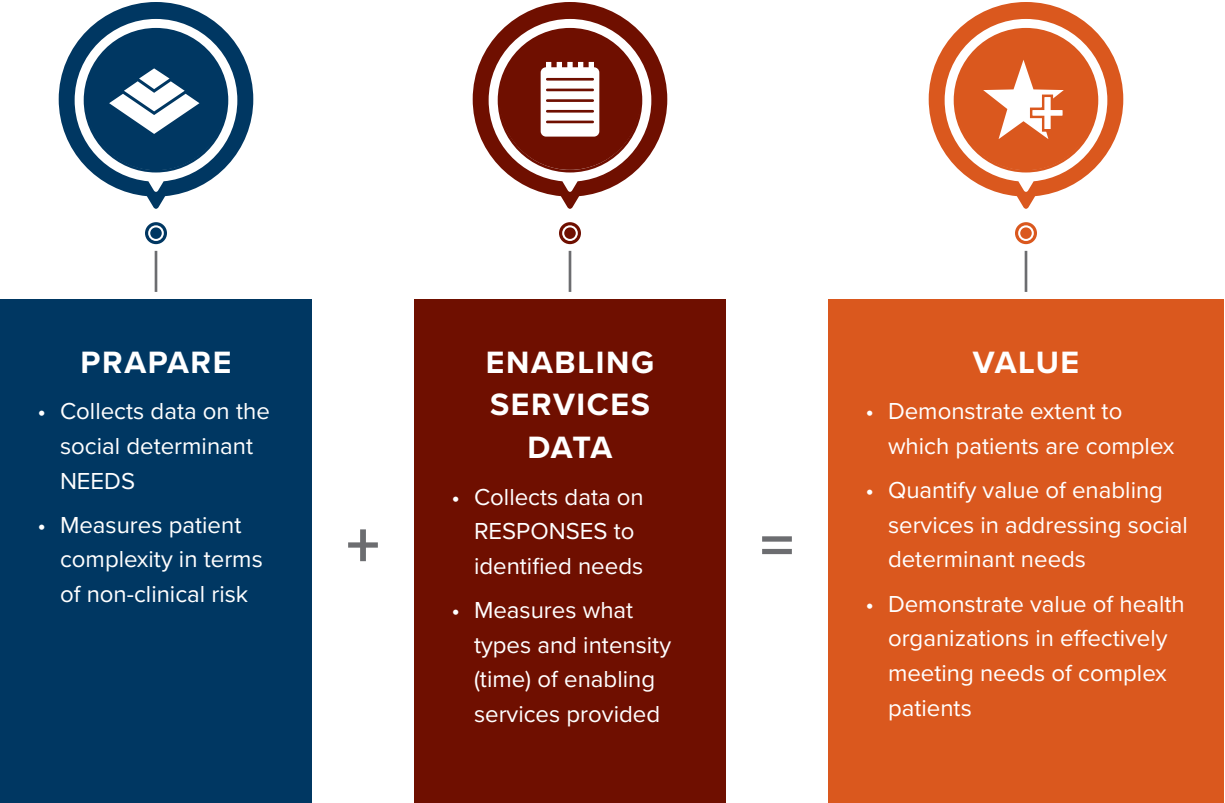
FIGURE 10.1. Enabling Services/Interventions Act as a Moderator to Address Social Determinants of Health and Impact Health Outcomes




¹ Association of Asian Pacific Community Health Organizations. Fact Sheet: Impact of Enabling Services Utilization on Health Outcomes. 2009. <http://www.aapcho.org/projects/enabling-services-accountability-project/>. Ngo-Metzger Q, et al. Providing High-Quality Care for Limited English Proficient Patients: The Importance of Language Concordance and Interpreter Use. *J Gen Intern Med.* 2007;22(Suppl 2): 324-30. Philis-Tsimikas A, et al. Improvement in Diabetes Care of Underinsured Patients Enrolled in Project Dulce: A Community-Based, Culturally Appropriate, Nurse Case Management and Peer Education Diabetes Care Model. *Diabetes Care.* 2004; 27(1): 110-115.

By linking both PRAPARE data and enabling services data, your organization can better demonstrate the complexity of your patients and how your organization is working to address the barriers that those patients are facing. As a result, having both PRAPARE and enabling services data shows what services *are needed* to care for such complex patients. This data forms the critical evidence needed to make the case to payers that these enabling services are effective and necessary to address many of the social determinant risks that patients face and should therefore be sustainably funded and/or reimbursed (FIGURE 10.2).

FIGURE 10.2. The Non-Clinical Data Value Equation





BEST PRACTICE

Another important reason to collect data on enabling services:

If your organization already delivers enabling services interventions to address your patient social risks, reporting social determinants data alone may underestimate your total patient risks compared to reporting combined social determinants with enabling services intervention data because you are likely addressing their needs.

Enabling Services Categories

There are nine thematic enabling services categories, some of which have sub-categories. These include:



Based on the lessons learned with PRAPARE and other enabling services work, the Association of Asian Pacific Community Health Organizations (AAPCHO), one of the leading experts in the area of enabling services, updated the enabling services categories to more comprehensively document the different types of non-clinical services that are related to medical health as well as social services. **TABLE 10.1** shows the comparison between the previous list of enabling service categories to the updated list.

TABLE 10.1. Enabling Services Categories

PREVIOUS ENABLING SERVICES CATEGORIES	UPDATED ENABLING SERVICES CATEGORIES
• Case Management Assessment	• Social Services Assessment
• Case Management Treatment and Facilitation	• Case Management
• CM Referral	• Referral- Health • Referral- Social Services
• Financial Counseling/ Eligibility Assistance	• Financial Counseling/Eligibility Assistance
• Health Education/Supportive Counseling * Individual * Group	• Health Education- Individual (one-on-one) • Health Education- Small Group (2-12) • Health Education- Large Group (13 or more) • Supportive Counseling
• Interpretation	• Interpretation
• Outreach	• Outreach • Inreach
• Transportation	• Transportation- Health • Transportation- Social Services
• Other	• Other

Enabling Services Accountability Project (ESAP) & Enabling Services Data Collection Implementation Companion

AAPCHO’s [Enabling Services Accountability Project \(ESAP\)](#) demonstrated the feasibility of collecting standardized enabling services data in the Electronic Health Record (EHR) and highlighted the impact of these services on health care access and outcomes. Overall, the project illustrated the role enabling services play in increasing access and quality of health care for medically underserved communities, providing compelling data to adequately compensate health centers for delivering these essential and non-clinical services. The goals of ESAP are to:

- Develop standard data collection protocol and database for enabling services at health centers nationally
- Describe utilization of enabling services at health centers and the patients who use them
- Evaluate the impact of enabling services on health access, outcomes and utilization of primary care
- Disseminate findings to health centers and policy makers to guide effective resource allocation
- Facilitate research and expansion opportunities to other health centers and networks

AAPCHO's [Enabling Services Data Collection Implementation Companion](#) serves as a guide for health organizations wishing to codify and track enabling services using a standardized template. The companion was developed as a standardized data collection model to improve data collection on these essential services, and better understand them and their impact on health care access and outcomes. Health centers may tailor many of the detailed demographic categories to their own health center needs, while keeping uniform the broader categories for national health center aggregation purposes.

The implementation guide includes samples of currently active EHR encounter forms, protocols for data collection, a recommended work plan, and sample fact sheets demonstrating data use, based on AAPCHO's enabling services data collection model. By building a larger comparable dataset nationwide, we'll have a more comprehensive set of data that will more clearly demonstrate the value of enabling services. Additionally, costs and resource allocation needs can be better approximated which will strengthen health organizations' ability to build a business case and obtain adequate funding for sustainability of these critical services and improvement of patient health.



RESOURCES

[AAPCHO's Enabling Services Homepage](#)

[Enabling Services Accountability Project](#): Developed by AAPCHO and New York Academy of Medicine

[Enabling Services Data Collection Implementation Packet \(2017 Version\)](#): Developed by AAPCHO and New York Academy of Medicine