



# Elevate Health and Innovaccer

**Health records chronicle individuals' lives, documenting immunizations and allergies, childbirth and aging, and they're a crucial source of information for physicians and other providers.** These records become even more significant when individuals have multiple, often serious challenges related to their health.

## Elevate Health and Innovaccer

At Elevate Health, we innovate and collaborate to create purposeful health care reform in Washington state. Our mission is to build and drive community coalitions that transform health systems and advance whole-person health for all. As an Accountable Communities of Health (ACH) organization, we accomplish this work by addressing the core challenges of inequitable health systems and practices in our community, region and state.

Key to Elevate Health's mission is the recognition that social determinants of health (SDOH) – factors that include access to food, employment and housing – play a major role in a person's health and their ability to access health care. In response, we've developed several care coordination programs, collectively known as the Care Continuum Network, that help local organizations address their individuals' SDOH and care needs. We're also linking the care coordination programs in our network so they may communicate with each other.

We have entrusted the data we collect on individual health – information on their needs and challenges, the

programs they participate in, the providers they visit – to the secure HIPAA- and HITRUST-compliant platform created by Innovaccer.

## Future of the Innovaccer Partnership

Elevate Health is interested in creating an equitable, integrated ecosystem of care for Pierce County residents. This system requires weaving together the provision of health care, behavioral health care, and the vital services offered by community organizations – all of which come with accountability and stores of data. We also handle individuals' case histories, partner with other groups to provide individual services and work with multiple governmental agencies to manage billing and contractual requirements.

It's a complex system to navigate and maintain, and some care coordination organizations may use up to 10 separate data platforms to store, track, access and report on various types of information. This fractured system leads to inefficiencies, suboptimal care, lost program potential and wasted time.

With the adoption of Innovaccer software in 2019, Elevate Health is in possession of a single, interconnected platform capable of meeting individuals' needs and absorbing individual-related data from multiple organizations. The platform modules – related to individual care management, service integration and



outreach – have already improved individual services.

#### **INNOVACCR:**

- **Creates Time for Individuals**  
Care providers at partner organizations note that the platform is efficient, allowing them to spend more time helping individuals.
- **Fosters Collaboration and Cohesion**  
By capturing several streams of an individual's data on one platform, Innovaccer allows data access and the ability to collaborate on an individual's care. This composite record is invaluable in improving outcomes.
- **Tracks Effectiveness**  
For some services, Innovaccer allows us to evaluate the provider-individual patient relationship and offer added training.
- **Identifies Needs**  
Innovaccer also allows us to assess the level at which individuals utilize services and resources. In turn, we use this information to identify – then nimbly address – community needs.

We often think of health in individual and personal terms: my health, my mother's health, my child's health. Population health involves looking at the health outcomes and the social determinants of health that affect large groups of people. Public health, on the other hand, is what we do as a society to assure the conditions in which people can be healthy. When we blend individual health, population health and public health data, we can begin to understand community health and operate from a place of prevention to improve health outcomes.

Our Community Data Trust, layered within the Innovaccer's FHIR-enabled Data Activation Platform, supports not only the health of individuals but also leverages population health data to inform community health. By analyzing large quantities of de-identified data, the Community Data Trust can help pinpoint emerging or existing health challenges within a region or ZIP code, and plan interventions to affect outcomes.

## **Meet the Team**

Using Innovaccer to benefit Pierce County is a collaborative process, one that includes:

## **OUR ORGANIZATIONAL PARTNERS**

Elevate Health partners with multiple organizations, including primary care providers, behavioral health providers, social service agencies, government entities, and community-based organizations, among others, to address the social determinants of health. Partner providers release encrypted individual-related data to the secure platform. We also rely on partners to suggest improvements to the software modules they use.

### **INNOVACCR**

The Innovaccer team works closely with Elevate Health staff, especially the experts in the Care Continuum Network and the IT department, to customize modules and solve challenges.

### **ELEVATE HEALTH**

Elevate Health partners with Innovaccer, whose platform enables us to manage, use and protect the data collected from partner organizations. Staff assess data, work with the partners to make sure individuals receive the services they need, and ensure that providers are paid for services. In addition, as Innovaccer's partnerships and data holdings grow, we will be able to spot population- and community-level gaps in care and services and move to address them.

## **Collaborate With Us**

If you would like to learn more about Elevate Health's work with Innovaccer, please contact

[tech@elevatehealth.org](mailto:tech@elevatehealth.org)

If you are interested in partnering with Elevate Health to improve the health of vulnerable populations in Pierce County, please contact

[care@elevatehealth.org](mailto:care@elevatehealth.org)