



# LSA Roundtable

## The Cassia Experience

*Powered by SimplyConnect*

June 21, 2022



cassia

# Digital Lease and Move-In Packet

## Phase One



## Three Pilot Sites – Cassia Senior Living Communities

### Phase One – Digital Lease and Move-In Packet

- Resident/Family Centered Process
- Adult Children Living Elsewhere (Forest and Jo)
- Organize Move in Documents
- Document Standardization Across the Organization
- Improved Workflow and Staff Efficiency
- Family and Power of Attorney Access
- Embedded eSign
- Reinforce the Cassia Brand Upon Inquiry
  - Introduce Your Care Team



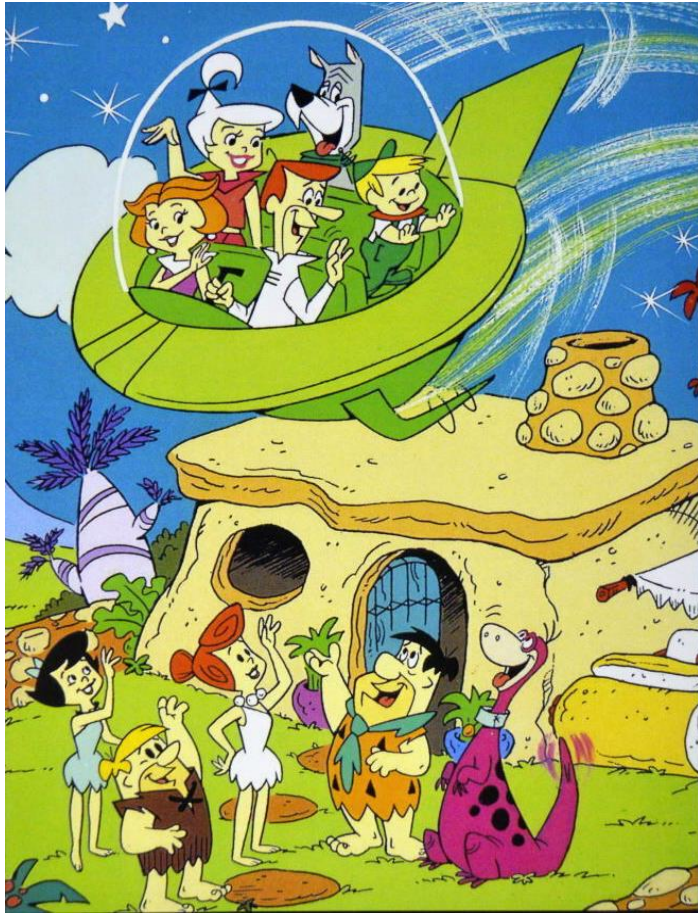
### Phase Two – Integrated Health Care

- Phase One is a Gateway to Phase Two



The Cassia Experience

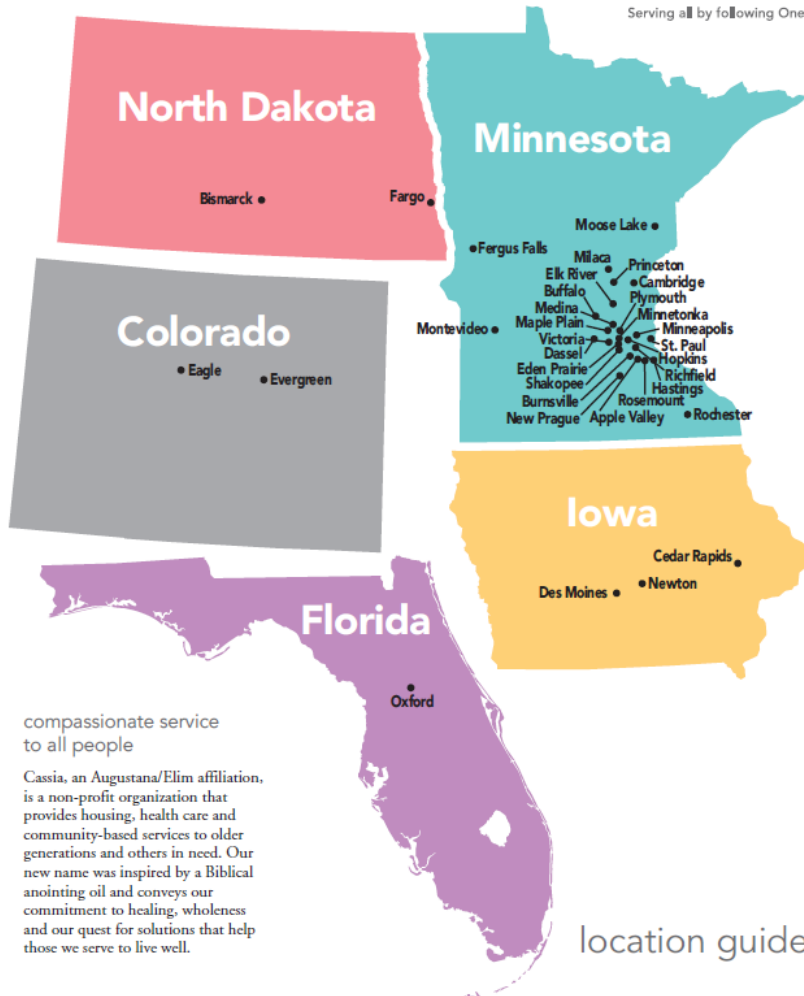
# Craig Patnode and the SimplyConnect Team Pushed Us Out of Our Comfort Zone.



“We don’t need to print the internet.”  
We like paper, we really like paper



# Cassia Locations & Services



compassionate service to all people

Cassia, an Augustana/Elm affiliation, is a non-profit organization that provides housing, health care and community-based services to older generations and others in need. Our new name was inspired by a Biblical anointing oil and conveys our commitment to healing, wholeness and our quest for solutions that help those we serve to live well.

location guide

## Care Options

- Independent Living
- Assisted Living
- Memory Care
- Skilled Nursing
- Adult Day Services

## Owned Ancillary Programs

- Pharmacy Services
- Home Care
- Hospice
- On-Site Physicians
- Medical Supply
- Therapy Services
- Allina Health and Others



# Circle of Care for Our Residents



Circle of Care  
On-site care and services available for you!

- We have a full continuum of care for our residents
- Need to streamline communications for staff and residents and families
- Increase internal referrals



# Our Aspirational Vision



- Better aligned healthcare means better patient care — period.
- With a patient-centered electronic health dashboard in the palm of their hand, staff can spend more time with the patient and less time on paperwork.
- Immediately connect with care teams, families and support systems to provide quality patient care through a completely paperless integrated healthcare exchange.



 cassia  
The Cassia Experience

# Meet Julie, One of Our Staff Heroes



Julie is one of our staff heroes serving her Cassia community for nearly 34 years.

But the truth is.....Julie is stressed. As long as we are stuck in a staffing crisis, staff heroes like Julie feel like hamsters on a wheel.

It's easier to recruit than retain people like Julie, and employees expect innovation to ease their workload.

We hope SimplyConnect will be one piece of the puzzle to retain heroes like Julie

# Meet My Parents



1,200 Miles





# Using Simply Connect we hope to:



- Reduce the time it takes to complete move-in paperwork
- Easily audit to ensure all pre-contract and contract paperwork is complete and signed.
- Increase time with residents
- Helping our residents and families become more comfortable using digital documents”

[simplyconnect.me/lsa](http://simplyconnect.me/lsa)

# Lutheran Social Services

Ending Homelessness. For Good.



# Who we are and where we work

Lutheran Social Services of Northern California is a leading provider of housing and support services to your neighbors who are experiencing homelessness.

LSS serves over 4,000 individuals (parents, children, grandparents, uncles, aunts, cousins) from birth to age 101 annually.

38 programs in 8 counties: Contra Costa, Sacramento, San Francisco, San Joaquin, Shasta, Solano, Stanislaus & Yolo.



# Opportunity

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California's Cal AIM program, initiated 1/1/2022, is medical program for people experiencing homelessness, and was our opportunity to implement Simply Connect.







# Why Simply Connect

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Building on the work of Genecross, Simply Connect helps LSS marry medical model assessments, closed loop referrals, and care plans contained in the software to the social rehabilitation services used to serve people experiencing homelessness.





# Key Partners

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## Health Plans

- Anthem
- Molina
- Health Net
- Others as Cal AIM expands across the Northern California region

## Staff

- Easy data entry, accessible on multiple devices

For the future: our clients and care plan partners

# Challenges

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- Adapting the software to the needs of the Cal AIM program
- Getting staff up to speed so they are confident and expert in navigating the program
- Developing work flows
- Expanding our Care Team





**Thanks for Listening!**

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# Genacross Lutheran Services & Senior Connect

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Amanda Schroeder





## Summary of Model & Initiative

1. Developed National Service Coordination Model with LSA Members – Senior Connect
2. Model pro-actively enables seniors to receive care and services to enable them to retain their independence and maintain wellness
3. Developed database system with assessment tool, service plan, care teams, marketplace, encrypted communication tools and closed loop referral process
4. Implemented within affordable housings sites as Service Coordination model
5. Marketing to managed care providers as they seek to encourage wellness services that will improve health outcomes and reduce costs

# Barriers

- Staff/Resident training and education
- Using “like” language with payer conversations
- Develop agreed on population to serve with payers
- Develop agreed on outcomes and expectations with the payers
- Workflow and referral processes established with payers
- Working through bureaucracy of payers
- Understanding the pain points and focus areas for payers and creating model that is flexible to meet the changing needs of payers

# Accelerators

- Having data to support your model and the success it will provide for the payers
  1. Total # of assessments since 2/2019 – 5,789
  2. # of residents assessed – 1160
  3. Average time to complete an assessment – 35 minutes
  4. Average age of our residents – 78.51 years
  5. # of needs identified – 1526
  6. # of goals set – 1170
  7. # of goals accomplished – 1032
  8. Resident engagement – 98%
  9. Hospital admissions – 699
  10. Top referral domains – nutrition insecurity and home health services
  11. We have made a total of 210 referrals internally to Genacross service lines (home health, skilled rehab, outpatient services and assisted living placements)
- Trained and educated staff to implement model
- Supportive leadership to push model into operations



# Factors Relating to Scale

- Building in clear expectations with payers during contracting
- Understanding staffing ratios for population model is serving
- Know and understand your ROI
- Build in touchpoints with payers to review goals and expectations often
- Bandwidth to quickly expand to state/regional/national coverage when payer request
- Ability to adapt model to meet any population for payers



YOU



EXPERT  
CARE



Lutheran Services  
in America

**SimplyConnect** 

# Complexity, Simplified.



## Go Paperless

Less time on paperwork means more time caring for patients and residents.



## Retain Staff

Improve staff retention by allowing teams the freedom and flexibility to do their best work.



## Connect Teams

Empower your team to collaborate and connect with greater control and visibility.



## Integrated Healthcare

Create a connected ecosystem based on a patient health record (EHR).


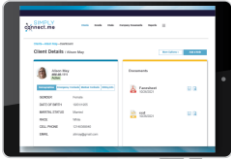
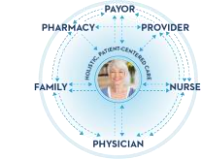








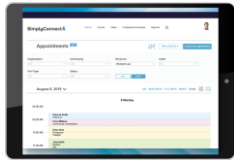


## Connect Legacy Systems

Save time and resources by capturing data and information out of your existing systems.

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 <p>Opt In</p> <p><b>Consent</b></p>	 <p><b>Personal Dashboard</b></p>	 <p><b>Team Care</b></p>	 <p><b>Communications</b></p>	 <p><b>Documents &amp; eSign</b></p>	 <p><b>Clinical Pharmacist</b></p>
 <p><b>NOTIFY</b></p>	 <p><b>NOTIFY Motion Detection</b></p>	 <p><b>Referral Marketplace</b></p>	 <p><b>Pharmacy/ Medications</b></p>	 <p><b>Non-Emergency Transportation</b></p>	 <p><b>HIPAA-Compliant Calendar</b></p>

Staffing + Efficiency =

# Workforce Retention

## EXCLUSIVE OFFER

6 Month Free Trial  
SimplyConnect Team Care + Text

Visit [SimplyConnect.me/LSA](https://SimplyConnect.me/LSA) to learn more!

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