

# Safety Net Theory of Change

## GUIDING PRINCIPLES

- Patient engagement in health care will result in better patient experience and health outcomes
- The continuum of health care includes prevention, treatment and maintenance
- Health equity is a core value of a high quality health care delivery system
- People are best served when systems of care are patient-centered, integrated and coordinated
- Using the Triple Aim Framework: Better Health, Better Care and Lower Costs will improve the health care delivery system and health outcomes

## PARTNERS

- The uninsured, under-insured and underserved in our service area
- Safety Net clinics (SNC), community health centers (CHC), and SN hospitals
- Community-based organizations that support health care services

## BARRIERS

- The health care delivery system is fragmented and difficult to navigate
- Health care services are not always patient-centered, integrated and coordinated
- Individuals lacking adequate health insurance have difficulty accessing services
- The cost burden of health care is very high

**PURPOSE:** To support greater access to a safety net of services that provide safe, timely, effective, efficient, equitable, integrated, affordable and quality health care and oral health care.

## STRATEGIES

### Increase Access

- Fund service delivery and core operating support
- Facilitate greater care coordination and navigation
- Increase health care coverage that supports quality care
- Advocate for policies that increase access in underserved communities

### Improve Quality

- Implement evidence-based, practice-based and promising practices in service delivery
- Improve patient care experience, engagement & satisfaction
- Promote system transformation through implementation of innovative care models, practices, and workforce
- Advance the use of health data and health information technology (HIT)
- Promote integrated systems of care across SN clinics, hospitals, providers and key community-based services
- Develop strategic partnerships through formal agreements that lead to system transformation
- Advance leadership and workforce development opportunities
- Advocate for and support policies that improve health

### Reduce Costs

- Support approaches and policies that reduce costs, promote sustainability or contain costs

## SHORT-TERM OUTCOMES

### Access

- Increased number of individuals receive quality care and services
- More individuals have insurance coverage
- Patients successfully navigate through the health care system

### Quality

- Increased capacity to deliver high quality care
- Improved health outcomes
- Improved patient care experience, engagement and satisfaction
- Increased use of evidence-based, practice-based, promising practices, and patient-centered strategies in service delivery
- Increased formalized and meaningful partnerships between health care delivery providers and social services
- Greater integration of care
- Multisector groups work together to produce systems level change
- Policies are established that improve health

### Cost

- Lowered or maintained health care costs for SN organizations
- More affordable healthcare for individuals

## LONG-TERM OUTCOMES

**Better Health**

**Better Care**

**Lower Cost**

**ULTIMATE IMPACT:** People are able to live healthier lives because they have access to a health care delivery system that includes preventive care and provides regular, affordable, and high-quality health and oral health care.