

# The ROI of resource navigation: Findings from the Accountable Health Communities Model

January 21, 2025



# Agenda

- Housekeeping
- Discussion moderated by Kathleen Noonan with panelists:
  - Dawn Alley, IMPaCT Care
  - Marisol Caban, Camden Coalition
  - Dawn Wiest, Camden Coalition
- Audience Q&A
- Wrap up

# Housekeeping

- This webinar is being recorded.
- We will email you the recording and slides following the live webinar.
- All questions can be submitted through the chat feature.

# The ROI of resource navigation: Findings from the AHC Model



Moderated by:  
**Kathleen Noonan**  
*Camden Coalition*



**Dawn Alley, Ph.D**  
*IMPACT Care*



**Marisol Caban**  
*Camden Coalition*



**Dawn Wiest, Ph.D**  
*Camden Coalition*

# CMS Accountable Health Communities Model tested whether identifying and addressing social needs improved quality and reduced cost.



● Participants



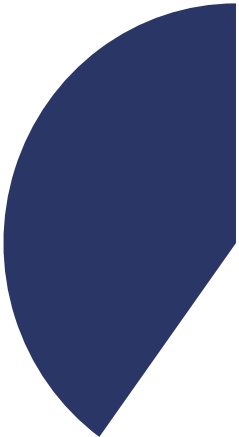
Source: Centers for Medicare & Medicaid Services

Model Element	Assistance Track	Alignment Track
Screening	√	√
Referral	√	√
Randomization	√	
Navigation	√	√
Community-level quality improvement		√

# Evaluation highlights: Scale and reach



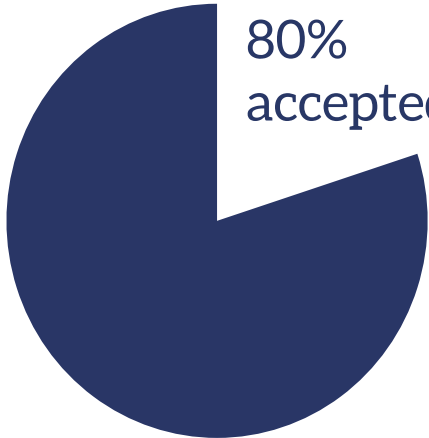
1 million+ screened



40% had HRSN



18% navigation-eligible



80% accepted



40% with resolved need(s)

# Evaluation highlights: Outcomes

Improvements occurred even without HRSN resolution

## Assistance Track

FFS Medicare

↓ 4% expenditures (vs. control)  
7% avoidable ED

Medicaid

↓ 3% expenditures  
4% inpatient admissions

## Alignment Track

Medicaid

↓ 6% inpatient admissions  
4% ED visits

# Evaluation highlights: Key patterns



Higher acceptance: Black (+20%) & Hispanic (+19%) beneficiaries; >1 HRSN (+62%)



Higher need resolution: Black (+4%) and Hispanic (+11%) beneficiaries; >1 HRSN (+35%)



Lower need resolution: Beneficiaries with substance use disorder (-20%) or depression (-4%)



Persistent transportation & housing challenges



Present your work at  
**Putting Care at  
the Center 2025**

Workshop application deadline March 5  
Beehive and 2-Minute Buzz applications deadline May 7

Apply now: [camdenhealth.org/annual-conference](https://camdenhealth.org/annual-conference)

**SAVE THE DATE**

**Oct. 15-17, 2025** | **Portland, OR**  
*Oct. 14 pre-conference*



**The National Center**  
for Complex Health & Social Needs  
An initiative of the Camden Coalition

with co-host



**CareOregon**

# When clinicians become family caregivers

**February 5, 2025 | 2-3 pm ET**

Register now: [camdenhealth.org/events/](https://camdenhealth.org/events/)

**Hear from our panelists:**



**Katherine Mahon**

*Crozer Family Residency*



**Kimberly McGuinness**

*Rutgers University School of  
Nursing*



**Barry J. Jacobs**

*Health Management Associates*



Thank you

