



Activate Care & NCHIIN

Put members at the center of their care journey, allowing them to participate in goal-setting and decision-making actively. Leading to more engaged patients.

The North Coast Health Improvement and Information Network (NCHIIN) is a California non-profit organization providing both health information exchange and health improvement services in Humboldt County. Since 2016, NCHIIN has partnered with Activate care, the industry's first all-in-one SDOH care platform, to connect Humboldt County's local care ecosystem into one coordinated network into health and social care providers.

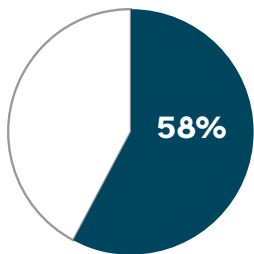
Humboldt County is located on the north coast of California, and experiences unique challenges related to homelessness as well as substance use. NCHIIN's Martin Love and his team of clinical and data experts are bridging efforts across organizations and instituting multidisciplinary teams to collaborate and share data across healthcare, social services, and government sectors.

NCHIIN and Activate Care have supported three implementations of the care coordination platform at St. Joseph Hospital (Care

Transitions and Paso a Paso programs) and the Humboldt County Department of Health and Human Services outpatient mental health case management programs. The platform, when integrated with NCHIIN's HIE, serves as an essential tool allowing staff to manage tasks across teams, document and keep a record of corresponding activity in a central place, avoid duplication through clear task responsibility, establish workflow processes, and alert staff in real-time to near-real time about a variety of client events (emergency department admissions, jail admits, death notices, etc.

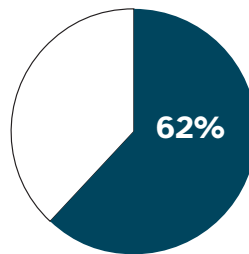
Health care, public health, behavioral health, social services, law enforcement, community organizations, and other leaders in Humboldt County are now working collaboratively to develop better mechanisms to share data and support care coordination for the community's super-utilizer residents.

Outcomes & Results



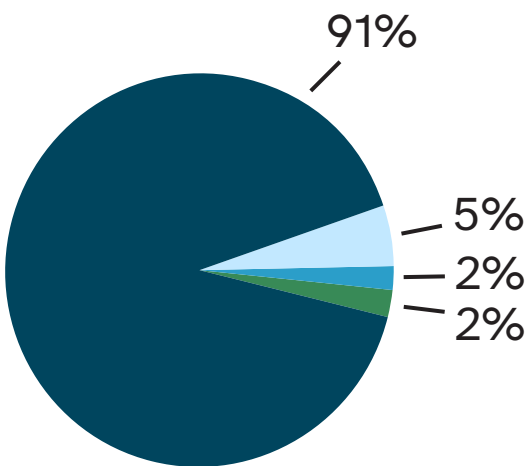
58% DECREASE

in admissions to *Semper Virens* one year after obtaining housing for homeless individuals who had admissions prior to obtaining housing.



62% DECREASE

in admissions to *Crisis Stabilization Unit* one year after obtaining housing for homeless individuals who had admissions prior to obtaining housing.



Housing Status for people who have housing at 1 year

- Remains in Housing
- Returned to Homelessness
- Out of Area
- Unknown

It is important that our vulnerable, underserved, and often stigmatized populations receive coordinated, whole-person care...To deliver that care, we need a community collaboration platform for the whole continuum, and Activate Care has the experience to help us make this effort a reality.

- Former NCHIIN CEO

All-in-one platform for SDOH care

Imagine if our healthcare system seamlessly coordinated care around all of our physical, behavioral, and social needs. With Activate Care this is the new standard of care.

The Activate CareHub offers everything communities need to manage high-quality care coordination and community resource referral networks in your community. Hundreds of organizations across the country rely on Activate Care to improve community health outcomes and address the social determinants of health.