CBO and HCO Service Integration

More community-based organizations (CBOs) and health care organizations (HCOs) are integrating CBO and HCO services as a way to improve care engagement, health, and other patient outcomes.

Steps to Choosing a Model for Integrating CBO and HCO Services

1) Identify and assess potential options for service integration that your organization might consider. The table below shows some examples.

2) Hold a board/leadership retreat to discuss the pros, cons, barriers, and opportunities for each of the options.

3) Hold additional conversations and gather more information as needed; and, decide which option your organization will pursue to improve outcomes for the people you serve.

Example Models for Integrating CBO and HCO Services and Reasons/Benefits

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<tr>
<th>Example Service Integration Model</th>
<th>Potential Reasons/Benefits</th>
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| **Collaborate with an HCO**, such as a health center or a health clinic. This could be an informal collaboration (e.g. information sharing, referrals) or a formal collaboration (e.g. co-location of services, MOU to collaborate on a project, or sharing staff). | *To meet individual’s unmet needs, leading to better quality of life and improved health.*
|                                                              | *To respond to a growth in biomedical interventions for HIV treatment and prevention.*
|                                                              | *To qualify for funding programs that require CBOs to provide medical services directly or through partnership with a medical provider.* |
| **Convert to an Integrated Services Model**, such as a CBO health home, federally qualified health center (FQHC), or medical home. | *To expand access to medical care for the community.*
|                                                              | *To participate in new state Medicaid programs promoting integrated care.*
|                                                              | *To ensure sustainability in situations of uncertainty about the future of Ryan White funding.*          |
| **Merge with an HCO**—An example of this approach is the merger of AIDS Action Committee and Fenway Health. | *To minimize duplication of services and increase efficiency.*
|                                                              | *To access new sources of revenue.*
|                                                              | *To expand the types of services offered.*
|                                                              | *To serve more people.* |
| **Close and Transfer People to HCO**, with staff and patient transferring to the HCO. | *To ensure continuity of care when being a sustainable as a stand-alone CBO is difficult.* |

Prepared by: Meaningful Evidence, LLC for NMAC’s Capacity Building Division

Sources