

# MAKING THE CONNECTION:

## Building Health Through Community-Clinic Integration

Kaiser Permanente understands that good health requires a coordinated system of care, one that addresses all the factors that influence a person's well-being. The role of the Community-Clinic Integrator at Kaiser Permanente is key to making this system of coordinated care successful.

At its core, the role of Community-Clinic Integrator helps Kaiser Permanente excel at providing high-quality, affordable care while also addressing the conditions of health where people live, learn, work, and play through community partnerships that improve long-term health outcomes.

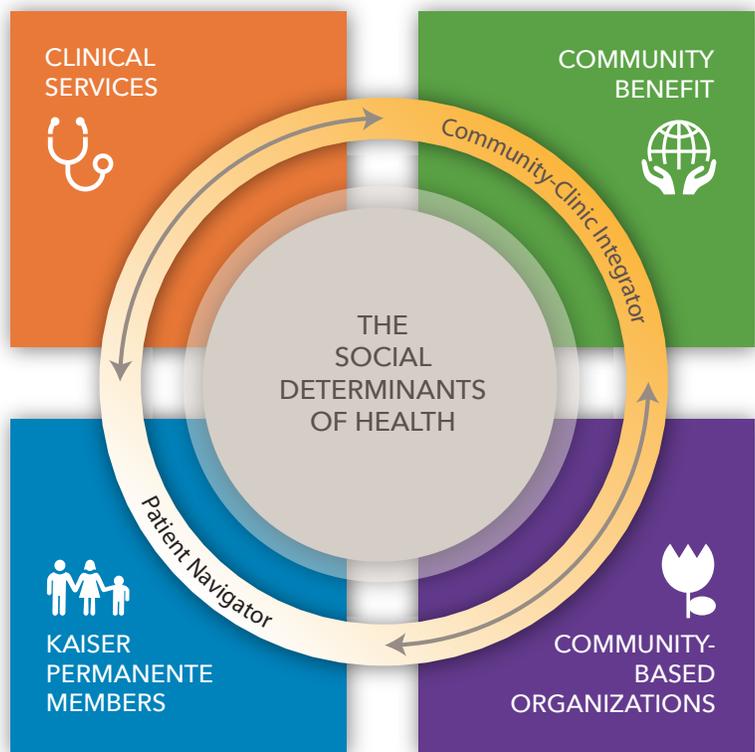
### How It Works

The Community-Clinic Integrator acts as a bridge to build and sustain partnerships between Kaiser Permanente's system of care delivery and community organizations that serve people with complex medical and social needs.

Working collaboratively with Patient Navigators and other members of the care team, the Community-Clinic Integrator identifies and evaluates opportunities for partnership with community-based agencies. Where gaps in community services exist, the Community-Clinic Integrator serves as an advisor to pinpoint opportunities for Kaiser Permanente Community Benefit investments.

### Why It Matters

Strong partnerships between health care providers, their patients, and the surrounding community enable patients to receive high-quality clinical care and the social supports they need to thrive. Leveraging community investments with data collected from a validated social needs assessment, while tracking referrals made to social service organizations, help Kaiser Permanente be a leader in improving health across the community.



#### Patient Navigator:

enhances Kaiser Permanente's ability to address our members' health issues by working with members and their health care team to meet their social and economic needs and connect them to community care resources.

#### Community-Clinic Integrator:

brings knowledge of and partnerships with community organizations serving high-need, high-risk populations to Kaiser Permanente's care delivery and community benefit efforts to strengthen support for our members and patients.

## EXAMPLES OF OUR WORK

### *Food Insecurity and Poor Nutrition*

The Community-Clinic Integrator is helping connect Kaiser Permanente staff with local food support organizations such as the Farmers Market Fund and Partners for a Hunger Free Oregon to enable individuals to enroll in SNAP (food stamp) benefits and use those benefits to purchase fresh, healthy foods through supermarkets, farmers markets and local farms.



### *Mental Health and Addictions*

By coordinating efforts with organizations such as The Alano Club of Portland and Folk Time, the Community-Clinic Integrator is helping build capacity and bring resources to peer support organizations that can help Kaiser Permanente members struggling with mental health and addiction challenges, enhancing their recovery and long-term mental health.



### *Immigrant and Refugee Communities*

By engaging in conversations with culturally-specific community groups such as the Asian Pacific American Network of Oregon (APANO), the Immigrant and Refugee Community Organization (IRCO), and others, the Community-Clinic Integrator is strengthening Kaiser Permanente's ability to address un-met health care needs in underserved communities who experience significant health disparities.



### TO LEARN MORE:

Contact Akiko Betcher, Community-Clinic Integrator, [Akiko.I.Betcher@kp.org](mailto:Akiko.I.Betcher@kp.org) or visit [kp.org/communitybenefit/northwest](https://kp.org/communitybenefit/northwest).

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