WellSky

Strengthen the provider network in your community

Lead your community into the next era of information and referral

WellSky is helping 2-1-1 contact centers, ADRCs, and community-based organizations replace the traditional one-way referral process with an integrated approach that closes the loop with health care providers, first responders, and social service agencies.
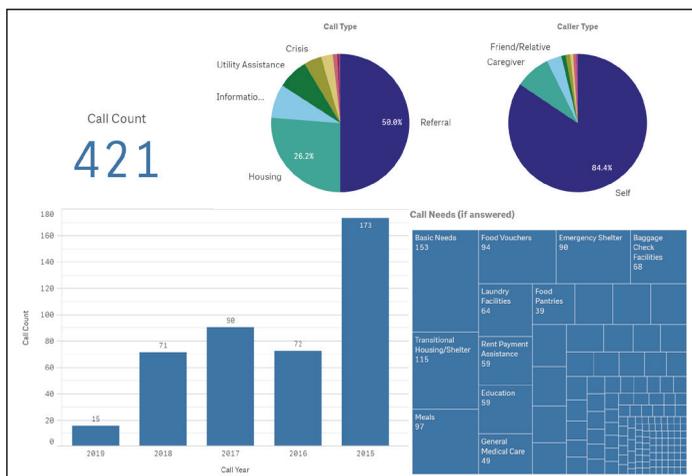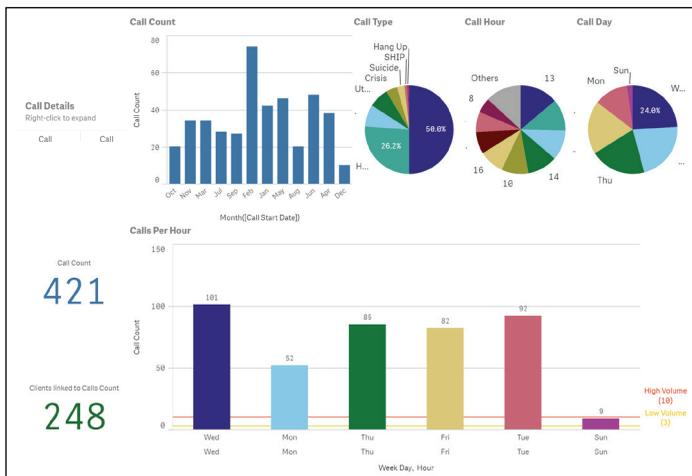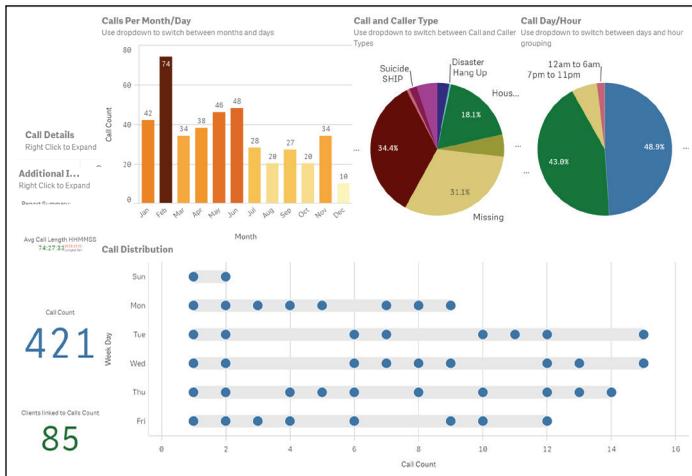
Whether community members come to you over the phone, on the Internet, or via a mobile device, WellSky helps you effectively connect them with available services. **WellSky's Community Services** is a field-tested community resource data system that adheres to AIRS recommendations and best practices.

Educate community leaders and the public.

Become *the* hub for your community's service provider information

By centralizing your community's resource information, you become a valued local partner. Governments and other funders are growing more aware of the true cost that social needs place on the health care system, government agencies, and the social safety net. There is a growing demand for innovative ways communities can address the problems associated with the social determinants of health — and WellSky positions Information and Referral organizations to be at the center of the solution.

Our work with hospitals, health systems and many medical disciplines has made us a leader in health information, system integration and interoperability. This experience combined with our full support of the Human Services Data Specification (HSDS) will prepare you to share data and partner effectively with health care providers and other community services. WellSky's upcoming API will make it even easier to integrate with a wide range of health care systems and service providers.

Close the referral loop

Invite your community providers to participate on your WellSky platform, so everyone shares the same data system. This makes it easy for providers to log in, pick up the waiting referral, and act on the need. You can assess whether the provider was able to serve the client and the result of the referral. This complete picture of service delivery will allow you to:

- Identify the most responsive and effective providers, and provide feedback to under-performing agencies;

- Determine the best approaches to common problems facing community members;

- Flag unmet needs that require a community response.

WellSky's Community Services system allows you to share information in a secure manner that respects the privacy concerns of the community members being assisted. We have spent almost two decades developing community care platforms that enable coordination across organizational boundaries so

that people do not have to retell, and relive, the situations that require them to seek assistance. Our solutions are as much compassion-enabled as they are tech-enabled.

Educate community leaders and the public

You can also visualize the data you collect in WellSky Community Services with reports, charts, and graphics that help you understand — and explain to others — the state of your community. Vivid dashboards bring clarity to the key problems you face every day and make you a more effective advocate for change.

Strengthen your financial stability with new services

WellSky helps you extend your business opportunities with tools like Resource Directory — a turnkey service that leverages your provider data to build and maintain I&R websites and mobile apps. These online resources are attractive to health systems, government agencies, and special interest groups, who all need ways to refer their own clientele to help.

You also gain reporting tools and analytics that can make you a valued consultant:

- Advise health care providers on the best locations for new facilities and services;
- Point local governments to the most cost-effective opportunities to address SDoH;
- Enhance your capacity with non-traditional funding sources.

For those partners that desire access to your curated data in its raw form, we provide a host of technical solutions that allow you to regularly share this information while retaining control over how it is accessed, when it is accessed, and who accesses it.

Feature List

Intake/assessment

- Library of assessments
- Intuitive workflows for fast, thorough evaluations
- Complete AIRS Taxonomy of Human Services

Smart referrals

- Make informed Referrals based on program eligibility requirements
- Find appropriate Referrals based on consumer preference

Care coordination

- Close Referral Loop with shared access to participate in HMIS Coordinated Entry Systems
- Track progress of consumer goals and service requests

Resource management

- Maintain an AIRS-compliant directory of community resources
- Publish a searchable Resource Directory for public access
- Gather Resource updates in real-time from public users

Reporting

- Visualize your data with embedded Qlik Sense visual analytics & reporting
- Library of standard I&R reports included
- Ad Hoc reporting that meets local needs

Learn more! Speak to a WellSky representative today about our solutions for information and referral.

wellsky.com/community | 1-855-wellsky | sales@wellsky.com

WellSky is a technology company that delivers software and services to transform an ever-growing range of care services worldwide. We anticipate the needs of care providers and communities, empowering them with insights and solutions that support high quality, scalable, and personalized care. With our platforms and partnership, care providers can deliver their best while managing costs and resources, so both businesses and communities flourish. Building on a history of excellence and a reputation for quality, WellSky – formerly Mediware Information Systems and Kinnser Software – empowers providers to provide exceptional care, improve operational efficiency, reduce cost, and meet the challenges of their rapidly changing industries.