# Safety Net Theory of Change

## Purpose:
To support greater access to a safety net of services that provide safe, timely, effective, efficient, equitable, integrated, affordable and quality health and oral health care.

## Target Constituents
- The uninsured, under-insured and underserved of greater Kansas City
- Safety Net clinics (SNC), community health centers (CHC), and SN hospitals
- Community-based organizations that support health care services

## Problems
- The health care delivery system is fragmented and difficult to navigate
- Health care services are not always patient-centered, integrated and coordinated
- Individuals lacking adequate health insurance have difficulty accessing services
- The cost burden of health care is very high

## Guiding Principles
- Patient engagement in health care will result in better patient experience and health outcomes
- The continuum of health care includes prevention, treatment and maintenance
- Health equity is a core value of a high quality health care delivery system
- People are best served when systems of care are patient-centered, integrated and coordinated
- Using the Triple Aim Framework: Better Health, Better Care and Lower Costs will improve the health care delivery system and health outcomes

## Short-Term Outcomes
### Access
- Increased number of patients receive quality care
- More individuals have insurance coverage
- Patients successfully navigate through the health care system

### Quality
- Increased capacity to deliver high quality care
- Improved health outcomes
- Improved patient care experience, engagement and satisfaction
- Increased use of evidence-based, practice-based, promising practices, and patient-centered strategies in service delivery
- Increased formalized and meaningful partnerships between health care delivery providers and social services
- Greater integration of care
- Multi-sector groups work together to produce systems-level change

### Cost
- Lowered or maintained health care costs for SN organizations
- More affordable healthcare for individuals

## Strategies
### Increase Access
- Fund service delivery and core operating support
- Facilitate greater care coordination and navigation
- Increase health care coverage that supports quality care

### Improve Quality
- Implement evidence-based, practice-based and promising practices in service delivery
- Improve patient care experience, engagement and satisfaction
- Promote system transformation through implementation of innovative care models, practices, and workforce
- Advance the use of health data and health information technology (HIT)
- Promote integrated systems of care across SN clinics, hospitals, providers and key community-based services
- Develop strategic partnerships through formal agreements that lead to system transformation
- Advance leadership and workforce development opportunities

### Reduce Costs
- Support approaches that reduce costs, promote sustainability or contain costs

## Long-Term Outcomes
### Better Health
- Increased number of patients receive quality care
- More individuals have insurance coverage
- Patients successfully navigate through the health care system

### Better Care
- Increased capacity to deliver high quality care
- Improved health outcomes
- Improved patient care experience, engagement and satisfaction
- Increased use of evidence-based, practice-based, promising practices, and patient-centered strategies in service delivery
- Increased formalized and meaningful partnerships between health care delivery providers and social services
- Greater integration of care
- Multi-sector groups work together to produce systems-level change

### Lower Cost
- Lowered or maintained health care costs for SN organizations
- More affordable healthcare for individuals

## Ultimate Impact:
People are able to live healthier lives because they have access to a health care delivery system that includes preventive care and provides regular, affordable, and high-quality health and oral health care.