

COLLABORATION: PROS & HH

11/16/17

 **ST. JOSEPH'S
HEALTH**

A Member of Trinity Health

How it began...

- Oct. 2013, Health Home implementation
- Office placement
- Recognizing the need



What works...

- Ease of access (referral process)
- Frequency of communication
- Bidirectional process through PROS orientation



Barriers...

- Upon growth, staff “buy in”
- Comfort can lead to errors/misunderstandings
- Consistent change in processes



Eric Stone

Manager – St. Joseph's Care Coordination
Network

Eric.Stone@sjhsyr.org

Kathryn Murphy

Coordinator – St. Joseph's Health PROS

Kathryn.Murphy@sjhsy.org