

LINCC



Learning to Integrate Neighborhoods and Clinical Care

What is the LINCC project?

LINCC is a research project that is building stronger linkages between primary care teams, patients, and community resources. The goal is to ensure that patients receive all the support and access to services they need to improve a broad range of health outcomes, from changing health behaviors, such as healthy eating or physical activity, to managing specific chronic conditions such as diabetes.

This innovative project directly involves patients in helping to improve the way primary health care is delivered. The project goals are to:

- Create new ways to involve patients in designing their own health care, by developing processes and tools to help patients contribute their ideas
- Design and test in selected Group Health clinics a Community Resource Specialist role that will help patients access resources in their communities

Who is funding this project?

LINCC is supported by an award from the Patient Centered Outcomes Research Institute (PCORI). Authorized by the Affordable Care Act, PCORI is an independent nonprofit that funds research to provide patients scientific evidence that helps them make healthcare decisions.

Who are the project partners?

Key partners in the LINCC project are Group Health Research Institute (GHRI), Group Health providers and patients, and community stakeholders. The project is being piloted in two Group Health clinics: Rainer Medical Center and Puyallup Medical Center.

What are the intended benefits?

People with a broad range of health care concerns are linked with programs and services in their community that support their efforts to improve and/or maintain their overall health. For example, patients who have chronic conditions or are at risk for chronic disease have a better opportunity to stay healthy when their primary care team

coordinates their care, including connecting them with resources in the community such as the YMCA or local support groups. For the pilot clinics these linkages are intended to improve patient satisfaction, strengthen relationships with community organizations, and increase the ability to leverage existing resources. LINCC is a key piece of achieving Group Health's vision of patient-centered primary care.

What are the key activities and who will carry them out?

The research team includes GHRI investigators and project managers, Group Health medical practice leaders, and Group Health patients. The researchers worked with patients and primary care teams to develop the Community Resource Specialist role within each pilot clinic. Together, they created training and materials to help patients and clinic staff work together to develop linkages to community resources.

How will the community be involved in this project?

Each pilot clinic has a Community Advisory Panel representing local health and social service organizations. CAP members advise our research team and ensure the project effectively partners with others in the community.

How will we know if LINCC is successful?

An important part of LINCC is evaluation of the project's processes and outcomes. The research team will be conducting patient experience surveys at the beginning and end of the project. Other evaluation activities include observation and documentation of implementation at each site, clinic staff interviews, patient focus groups, and analysis of cost, utilization and quality data.

What is the timeline?

LINCC is a three-year project that will be completed in March 2016.

Whom should I contact for more information?

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