

## **Project Summary**

The goal of this project is to strategically align the Mid-America Regional Council Area Agency on Aging (MARC AAA) with health care providers in the Kansas City region so that transitions of care are optimized, leading to robust partnerships with community-based organization (CBO) that reduce hospitalizations and improve health. Older people in the Kansas City region typically receive clinically optimal care in acute care settings, but care is often fractured, disorganized, and sub-optimal after those patients return to the community. Key contributing factors to this system disorder include limited capacity to i) professionally assess patients, ii) poor coordination of services that ameliorate social determinants of poor health, and iii) inability to offer older people choices in services or technologies that support independence and health. A Managed Services Network (MSN) offers a mechanism to standardize the application of evidence-based practice, and build system capacity.

In the Greater Kansas City region, care is fractured along jurisdictional lines, including the Kansas/Missouri state line, as well as socioeconomic lines. Older people in rural areas, especially the economically insecure and socially isolated, are highly impacted by these divisions. Moreover, in the urban core a systematic, nearly perpetual lack of robust services and high-quality care has led to a concentration of high-risk, low-income minority older people. Stagnant federal and state commitment to services that assist older people has shifted responsibility for high-risk groups to regional and local organizations and leaders. However, revenue sources that parallel free or reduced-cost services are needed to ensure the continued viability and relevance of CBOs, including the MARC AAA.

A solid model exists for the establishment of a community-owned network of non-profit social service providers to bundle services that are eligible for reimbursement from large health payers, or may be purchased by private pay individuals or families. This network will benefit the health and well-being of older people, as well as the CBOs who serve them.