

CHANNELS 360® FOR SDHNs

Channels 360® empowers Social Determinants of Health Networks (SDHNs) with tools to engage community stakeholders with residents, connecting people with available services

Integrate lists and directories of agencies into a single source.

Connect people with needed services.

Enable non-connected agencies to manage referrals and close the loop.

Who is Channels 360® for?

Organizations who want to improve an individual's outcome by connecting them with community-based services



Payers



Social Service Organizations



Community Health Clinics



Community Hub Services



Rural Health Clinics

- ✓ Accountable Care Organizations
- ✓ Federal Qualified Health Centers
- ✓ Health Coaches
- ✓ Wellness Educators
- ✓ Self Insured Administrators
- ✓ IDNs



Service Matching



Whole-Person Needs Identification



Digital Referrals



Progress Reporting

The Channels 360® solution consists of the following modules

Channels 360® Community

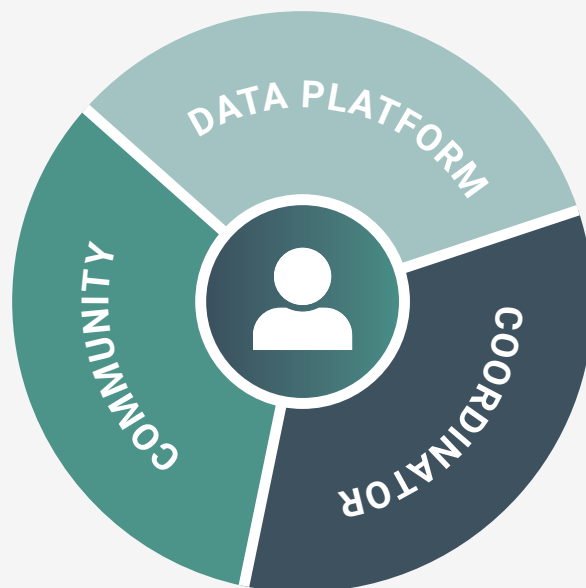
- ✓ Find community-based services based on zip code or address
- ✓ Search anonymously for local resources
- ✓ Automated matching to available community resources
- ✓ Closed-loop referrals with community services

Channels 360® Data Platform

- ✓ A configurable SaaS platform that supports all data integration and aggregation activities
- ✓ Connect Community Service Directories from multiple sources
- ✓ Manage community resident lists
- ✓ Track status for every referral and organization for follow up analytics

Channels 360® Coordinator

- ✓ An intuitive program modeler to define programs and tasks
- ✓ Rules-based case enrollment
- ✓ Assessment builder with automated community service matching based on identified needs
- ✓ Task automation and defined success criteria



SAMPLE USE CASES

Social Services: Enable community resources with tools, directories, and analytics organized around individuals

Perform Structured Community Outreach: Implement outreach protocols to target populations most in need

Assessments: Create and manage multiple assessments that can be targeted toward specific populations

Needs Mapping: Identify an individual's needs based on assessment responses or direct search

Referrals: Generate and track referrals to Community Based Organizations (CBOs) across all programs to validate those services are completed.

Data for Analytics: Access a rich source of data that can be used to supplement your data analytics for process improvement and future targeted programs

Cross-Organizational Communication

Channels 360® facilitates seamless communication between all members of a patient or community member's care team, using secure messaging, email, text, and video.

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