

Access to and Linkage with Clinical Care

DEFINITIONS: AUGUST 2025 (PENDING SCHSAC APPROVAL)

A. Provide timely, complete, and locally relevant information on availability of or barriers to health care (including behavioral health); share information with the community and health care system.

1. Convene and engage community and partners to share experiences and information about gaps related to availability of care, the ability to access care, and community health literacy.
2. Develop and maintain internal electronic systems to share data.
3. Use information from internal and external electronic information systems to examine barriers to care.
4. Collaboratively assess and address the impact of factors and conditions affecting access to, cost, quality, and equitable utilization of health care.
5. Respond to requests for guidance, recommendations, and technical assistance to health care providers on strengthening community-clinical linkages.
6. Raise awareness about social determinants of health impacting access to health care.
7. Assess the quality and effectiveness of health care services to inform public health planning and decision-making.

B. Assure licensed health care facilities and providers comply with laws and rules as appropriate.

1. Educate providers and facilities to promote understanding of relevant laws and best practices.
2. Review health care providers' qualifications and issue credentials, including registration and licensure.
3. License health care facilities and conduct routine facility inspections.
4. Monitor health care facilities and providers through both routine and targeted oversight to ensure compliance with state and federal law.
5. Investigate complaints against individual providers and health care facilities and, when appropriate, issue disciplinary or enforcement actions.
6. Share investigation results across jurisdictional regulatory and law enforcement agencies to maintain accountability and quality in the health care workforce.
7. Review background studies of individuals working in regulated facilities to mitigate the risks of harmful noncompliance posed by health care facility staff with histories of criminal or maltreatment activity.
8. Conduct physical plant plan reviews and onsite construction inspections of health care facilities.
9. Conduct financial and compliance audits of licensed health care facilities.
10. Collaborate with public health partners to understand the community context related to facilities being inspected/licensed.

C. Collaborate with national and statewide groups, local providers, and health care partners to develop plans and address funding opportunities for increasing access to patient-centered medical homes, quality health care, and high priority policy initiatives.

1. Identify key health care partners and their skills, expertise, and qualifications to address quality and community-focused care.
2. Build new and strengthen existing relationships with cross-sector and public health partners and communities.
3. Assess the need for and consider the factors and conditions affecting access to health care services, including barriers, within the jurisdiction.
4. Collaborate with partners and communities to understand the quality and effectiveness of health care services and co-create strategies for improving access to quality health care.

PENDING SCHSAC APPROVAL

5. Convene cross-sector and public health partners, including health care providers, non-governmental, and governmental partners, to identify strategies or initiatives addressing factors, conditions, and barriers to care.
6. Develop and maintain a plan and implement population-based strategies to improve access and quality of care.
7. Evaluate implementation of plans and adjust as needed.
8. Collaborate with and assist partners in pursuing and supporting joint funding opportunities while fostering shared responsibility.
9. Sustain work through policy and systems change, capacity building, and integration into existing programs.