

## MacColl Center for Health Care Innovation update

OCTOBER 2020

### Greetings from the MacColl Center

Hello, friends and partners! We hope this finds you all well during these unprecedented times. We're reaching out today to share some good news—including exciting opportunities for our safety net partners and resources you might find helpful during the pandemic. We also want to share just a little bit about what's been going on at the MacColl Center in the last year.



Like all of you, we've been busy adapting to our changing world while still striving to advance our ongoing work to improve health and health care for people everywhere. We know our partners across the globe are finding innovative ways to respond to COVID-19, advocate for social justice, and reach out to underserved populations—all while doing the hard work of providing high-quality care every day. We hope you'll take a moment to let us know what you've been up to, what new tools or resources you'd like to share, and what ideas you have for ways we can work together in the future. Please email us any time at [maccoll@kp.org](mailto:maccoll@kp.org).

With warm regards,

Katie Coleman  
MacColl Center Director

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### Delta Center announces Call for Proposals after receiving funding for 8 more states



Great news! The Delta Center for a Thriving Safety Net just released a [Call for Proposals](#) for 8 new state teams to join the state learning & action collaborative to advance policy, payment, and practice changes. This exciting opportunity to expand the Delta Center's work comes thanks to a second round of funding from the Robert Wood Johnson Foundation. The MacColl Center will continue as a partner in this innovative effort to advance value-based payment and care in the safety net. [READ MORE.](#)

### MacColl scientists to lead network that addresses Kaiser Permanente members' social needs



Kaiser Permanente's National Community Health Program recently named Katie Coleman and Cara Lewis as the new co-directors of SONNET, the Social Needs Network for Evaluation and Translation. SONNET helps Kaiser Permanente researchers, leaders, and medical professionals design, evaluate, and learn from initiatives that address essential needs such as social connection, food, housing, and transportation. SONNET comprises experts with experience in interventions that help members get assistance in these areas. [READ MORE.](#)

### New resources to help with social needs during COVID-19



[Best Practices for Addressing Patients' Social Needs During COVID-19](#) (PDF)

Produced by the MacColl Center for the Washington Association for Community Health, this resource provides a succinct compilation of best practices based on a literature review and interviews with organizations (National Associations, PCAs, FQHCs) that are actively working to address social needs within health centers during the pandemic.

[COVID-19 Social Health Playbook](#) (PDF)

Produced by Kaiser Permanente, this playbook provides clinical care teams with guidance and tools for screening patients for social needs, connecting them to help, and following up to ensure their needs are met.

### More MacColl stories from 2020

#### Decades in the making: A look back at what makes MacColl, MacColl

Retiring MacColl Center co-founder Brian Austin reflects on how the Center became a global pioneer in health care transformation. [READ MORE.](#)



#### For virtual care, the future is now: Telemedicine transforms health systems

MacColl Director Katie Coleman describes how the COVID-19 pandemic ushered in a new normal at Kaiser Permanente Washington and how research and our Learning Health System Program are vital to making it thrive. [READ MORE.](#)

#### What defines outstanding primary care leadership?

Our latest paper in Milbank Quarterly describes 11 features of effective leadership at primary care practices from the MacColl Center's Learning from Effective Ambulatory Practices (LEAP) project. [READ MORE.](#)

#### The Impact of the Community Resource Specialist: Integrating a Lay Health Worker to Address Social Needs in Kaiser Permanente Washington clinics

The latest SONNET newsletter features highlights from Kaiser Permanente Washington's evaluation of the community resource specialist (CRS) role in primary care. The CRS role was created to help address members' social needs so they can meaningfully engage in their care plans. [READ MORE.](#)

#### Katie Coleman named MacColl Center director

An expert in primary care improvement, Katie brings deep expertise from innovative work with community health centers and national delivery systems and networks. [READ MORE.](#)

### Stay in touch

We'd love to hear what you're working on! Email our team: [maccoll@kp.org](mailto:maccoll@kp.org).

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