Connecting Silos of Care: Improving Communication Across Health and Social Services

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Workshop Roles & Outline

EK: Introduction and content about the current landscape for communication across health and social services. (10 mins)

JK: Describe methodology for the World Café session. (10 mins)

Attendees: Move Tables and Breakout (60 mins)

DVD: Lead our report back following the session. (5 mins)

Today's Intended Outcome:

Build the basis of a practical field guide for cross-sector collaboration

The current fragmented landscape

- Healthcare providers and AAAs caring for the same population have minimal crossover and limited formal coordination (Kim et al., 2023).
- “In a rapidly aging society, health and social services are not only important in their own right, but also as seamlessly integrated services” (Chen et al., 2019; p. 95).
- These gaps impede continuity of care (Cheng & Christensen, 2026).

Siloed Care- Triad Perspective

1) Patients view PCPs as trusted advisors for health and wellness needs, yet they are ineffective entry points to HCBS (Bennett et al., 2025).
2) Healthcare providers have limited knowledge about available resources, resulting in social care being undervalued (Cheng & Christensen, 2026).
3) Informal caregivers are primary system navigators and “knowledge brokers” (Charles et al., 2019; Greenwood et al., 2019).

The Result?

Community-based services remain underused due to critical knowledge gaps in patients, partners, and providers. Successful service referrals depend on knowledge and communication, both of which are lacking.

What approaches exist?

A. Community-academic partnerships (Bennett et al., 2025)

B. Geriatric primary care in community settings (Iutocovich & Pratt, 2003)

C. Interprofessional/interagency community care teams (CCTs; Holland et al., 2019; Kanne et al., 2023)

D. Service/system navigators integrated into the healthcare team (Lang, 2026)

E. Improving hospital discharge screening (Weaver et al., 2022)

The Underlying Themes

1) Addressing social drivers of health
2) Moving toward an Age-Friendly Health System
3) Sharing knowledge and resources to become stronger together

Why does it matter?

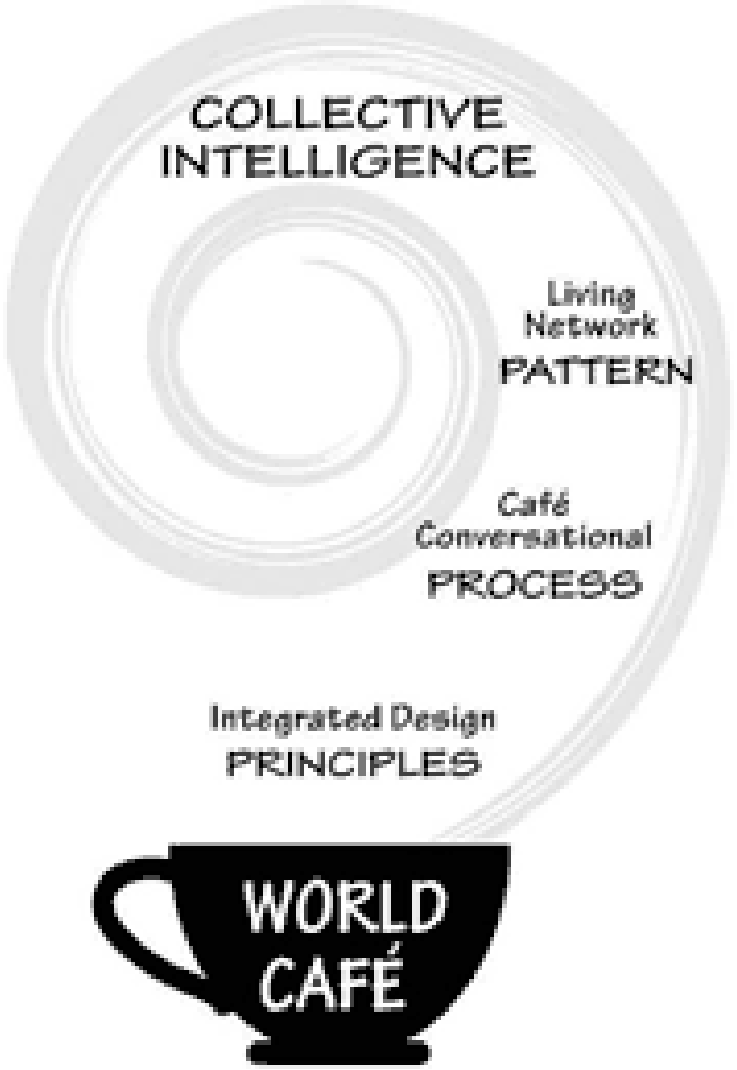
- Reduce avoidable healthcare use and spending in older adults (Curry et al., 2022)
- Improve continuity of care and discharge outcomes (e.g., fewer hospital readmissions, nursing home placements; Brewster et al., 2018)
- Gets community resources to those who need them *on time and with well-developed information*, a need outlined by caregivers (Kim et al., 2023)

Leveraging Approaches

- AAAs are one of the most central positioned social service networks, offering effective collaboration with health service areas (Brewster et al., 2019)
- System innovation and reformed care is ideal, but relationship-based support from formal providers is highlighted as an alternative
- The goal isn’t to overhaul healthcare, but to improve care outcomes and service access

Putting it all together…together!

How can we start connecting care in Ohio, beginning in our own communities?



What is the World Café?

"The World Café is a methodology for hosting conversations about questions that matter.

These conversations link and build on each other as people move between groups…and discover new insights into the questions or issues."

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World Café Guiding Principles

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How does a World Café work?

Start at a table.

Spend **10 minutes** talking about the assigned question.

Each person jots down **major insights**; 1 per sticky note.

After 10 minutes, **half of the group "stays put."**

Others travel to the **table to the right** to continue discussing that question.

After the last conversation, **choose the 2 most important** things you heard/insights you had.

Put them on the wall sticky.

Debrief.

Hosts will summarize key ideas for each question.

Detailed results to be compiled and shared with participants.



World Café in Action

15-20 mins

Question 1 – *Current Landscape*

A. How does your AAA/CBO currently interact or partner with healthcare systems and providers?

B. What are the opportunities and barriers in this cross-sector collaboration? *(*make two separate lists)*

15-20 mins

Question 2 – *"Value-Added" Pitch*

A. When sharing the "value-added" of the aging network, what language, tools, or strategies could resonate most with healthcare providers?

B. How can we market the relevance of AAAs and the aging network to busy clinicians?

15-20 mins

Question 3 – *Building the Field Guide*

A. What concrete steps, resources, or communication protocols do we need to equip AAAs as agents of change in connecting silos of care?

Wrap-up

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