



ACCORDS

ADULT AND CHILD CENTER FOR OUTCOMES
RESEARCH AND DELIVERY SCIENCE

UNIVERSITY OF COLORADO
CHILDREN'S HOSPITAL COLORADO

CARELOOP Conversations Project: Funding February 2024-January 2025

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Background

The CARELOOP Pilot was a collaborative effort between Denver Health, ACCORDS, and three Community-Based Organizations (CBOs) set to understand service pathways from psychosocial screenings at clinics to service referrals and strengthen the connection between clinics, caregivers and community partners in the primary care setting. The project, spanning from April 2024 to February 2025, was led by PI Perez Jolles.

Key partners included caregivers of children aged 0-5 who receive healthcare at Denver Health, Denver Health clinical staff, and three CBOs: Brothers Redevelopment, Hunger Free Colorado, and Bright by Text.

Program Goals

Understand service pathways (i.e., families' journeys from screenings, to service referrals, to linkage with services) and the role of clinics, caregivers and community partners in making it happen.
Identify assets, challenges, and gaps in the process to improve service pathways.

Methodology

Four 90-minute hybrid sessions (May 9, July 9, Sept 10, Nov 6) included caregivers, clinical staff, and CBO representatives. Spanish translation was provided by the Community Language Cooperative (CLC), and materials were bilingual.

Meetings Overview

- **May 9** (Denver Health): Introduced project goals and mapped experiences with screenings, referrals, and linkages.
- **July 9** (Brother's Redevelopment, Edgewater): Reviewed screening tools, introduced process mapping techniques, and facilitated discussions.
- **Sept 10** (Brother's Redevelopment, Denver): Developed detailed process maps, identifying strengths, weaknesses, and neutral aspects.
- **Nov 6** (Zoom): Reviewed and refined process maps, collecting final participant feedback.

Project close out: After the final meeting was concluded, all materials were refined and finalized in both English and Spanish. The final draft materials were then shared with all project partners.

Findings and Key Gaps:

Caregivers: Appreciate multilingual screenings, fostering privacy and trust when discussing needs with healthcare providers, but struggle with service access, multiple forms completed during clinic visits, and inconsistent follow-ups.

Community organizations offer valuable assets, such as multiple, easy access points, and low barriers to entry. However, challenges remain, including a lack of direct contact with caregivers, long wait times for referral services, and burdensome application requirements like formal interviews and renewals.

Clinics benefit from frequent screenings, multiple resource channels, and up-to-date contact information for patients. Challenges involve inconsistent workflows across clinics, long wait times for referral services, and difficulty addressing all concerns during time-limited appointments.

Lessons Learned

Through the four process service mapping sessions, valuable lessons were learned about the importance of communication and coordination across all groups. It became clear that uniformity in workflows and the accessibility of resources are critical for improving service delivery. The sessions also highlighted the need for more integrated follow-up systems and clearer pathways to reach referral services. Lastly, involving all parties in a streamlined, well-communicated process helps foster trust and better outcomes for families and communities.

Principle Investigator
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