

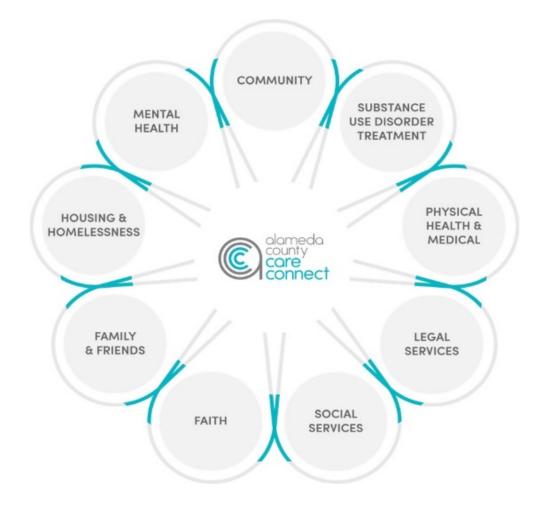
Whole Person Care Update: The Social Health Information Exchange

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Agenda

- 1. Background
 - Definitions
- 2. The California Context
- 3. Progress Report
- 4. Current Challenges
- 5. Early Data
- 6. Next Steps





Background

- Whole Person Care (AC Care Connect) Medi-Cal waiver contract awarded 2015.
- Goal to improve care for people who are homeless, "frequent faces" in Emergency Departments
- Critical infrastructure need for cross-sector clinical and service data system
 - Funded by Whole Person Care-leveraged dollars so no net County cost for build
 - Last SHIE presentation was at the time of vendor selection August 2018
 - Now preparing for go-live in September



Ralph P





Definitions

✓ Social/Health Information Exchange or SHIE

- ✓ A community of organizations sharing data under a set of agreements (i.e. according to federal and state regulations), and
- ✓ A platform to keep data secure, manage who can see what, and match identity when different data streams describe one person.

✓ Community Health Record or CHR

- √ The first tool drawing from the SHIE and intended to roll out in September.
- ✓ The CHR allows providers to view a thin, timely slice of client utilization, diagnosis, and who else is working with them.



10 other counties are developing systems for health data sharing.

Alameda County innovation: inclusion of housing and human services info (the "S" in SHIE)





core Progress to Date

- Pilot: Successful pilot of prototype Community Health Record (pCHR): 18,721 consumer's records included
- Data Reservoir growing: 12
 organizations have begun sharing their
 data more coming every week
- Universal Consumer Authorization completed: 50 leaders from 11 orgs + Consumer Advisory Council supported development
- Policies and Procedures and training materials now in development





Duane





Progress to Date – Concerns

- Some critical data streams have been late to come in
- Partner Concerns:
 - Control/Governance of the data "reservoir"
 - Anti-Immigrant climate keeping immigration data out
 - Law Enforcement access
 - Privacy
 - Epic go-live a competing priority
- Launch delayed from April 2019 to September 2019



Addressing the Concerns

- Expanding membership of Data Governance Committee to include more community partners
- Agreed to a limited two-phased approach to data sharing, starting with Whole Person Care pilot population
- Removed Probation as an initial partner in data sharing for now
- Met with immigration attorney no immigration status info will be shared
- Schedule flexing around clinics and Alameda Health System Epic go-live
- Requested a "Health Check" from ITD to assess the current health and progress of the project, including security and privacy protections



"ITD Health Check" Results of Security and Technical Review

- The system's data protection requirements and layered approach to security demonstrates a strong level of maturity and is more sophisticated than other, similar systems
- The SHIE is closely aligned with the AC Vision 2026 vision of Thriving and Resilient Population and the 10x Goal of Health Care for All
- This is a complex project and thanks to the valuable insights gained from nearly 2 years of pCHR implementation, management of the project has been mature and professional, and the program governance structure is appropriate and functioning well



Other Recommendations

- Commit to expanding involvement of all relevant stakeholders, listening more and increasing formal communication and engagement
- Implement a routine independent security audit to verify all the required controls are functioning correctly according to design
- Provide frequent trainings for end users to support adoption



Early Data May 2019

- 19,296 Alameda County consumers' records are in the SHIE
 - 14.3% (2,762) are experiencing homelessness now
 - 45.8% (8,829) experienced homelessness in the past 2 years
 - Clients of ACBH:
 - **13.8% (2,666)** FSP or Service Team
 - 27% (5,197) Severe Mental Illness
 - Demographics
 - **41.8% (8,073)** Black
 - **52% (10,017)** ages 19-49
 - **33% (6,309)** ages 50-64
 - 84.4% (16,281) geographically located in either North or Central County
 - 12.5% (2,411) without Anthem or Alliance



Next Steps

- Working with Social Services
 Agency, Alameda Health System,
 Alameda Alliance for Health, and
 the Jail health provider on adding
 their data to the system
- System opens for testing early August
- Training for Wave I participating organizations starts in September
- Go-live in September

