



A Whole Person Care Pilot

# 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)**





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# 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





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# 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



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## 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

