COMMUNITY SPOTLIGHT

CHP PARTICIPANT COMMUNITY
NORTH COAST HEALTH IMPROVEMENT AND INFORMATION NETWORK

Eureka, California

"In the management of the vulnerable, underserved, and often stigmatized populations cared for by the DHHS-SS, having a comprehensive picture of their client's healthcare encounters via data provided by the HIE, can help ensure that this population receives coordinated, whole-person care."

COMMUNITY OVERVIEW

The North Coast Health Improvement and Information Network (NCHIIN), a not-for-profit health information exchange has partnered with the Humboldt County Department of Health and Human Services Social Service (DHHS-SS); through the Community Health Peer Learning (CHP) Program, they will work to reduce emergency department (ED) utilization by the indigent, high-need, super-utilizer population by 15 percent over the course of their participation in the CHP program. They will build an interface between the DHHS-SS Homeless Management Information System and North Coast's health information exchange to share data from electronic health records, and public and private records. Social services case managers will receive alerts about clients' health center/hospital visits for follow-up care coordination. Hospital staff will receive social service program information and contact information for social services case managers.

PROJECT APPROACH

To improve health outcomes and reduce ED utilization, NCHIIN will lay the groundwork necessary to:

- Develop an interface between Homeless Management Information System (HMIS);
- Transmit Admission, Discharge, and Transfer event data;
- Create real-time alerts to case managers and hospital emergency departments;
- Engage in rapid follow-up with clients after clinical encounters; and
- Measure patient reported health status over the course of the intervention.

ANTICIPATED IMPACT

The North Coast Improvement and Information Network (NCHIIN) proposes to develop IT infrastructure and new workflow systems to support clinical data sharing across healthcare and social service sectors in Humboldt County, CA to decrease ED utilization and expand the data exchange to other programs and social service organizations.

PROJECT SNAPSHOT

Site Type	Health Information Exchange
Health Category	Housing Insecure/Homeless
Health Objective	Reduce ED utilization by the high-needs, super-utilizer population in housing services by 15 percent over the course of the project
Anticipated Products	Integrated IT infrastructure and workflow systems
Geographic Scale	County
Sectors	Lead: Health Care Partners: Social Services Data contribution: Health Care, Social Services, Housing Other stakeholders: Public Health
Data Types	HIE, EHR, public records, private records
Data Integration	Alert social services case managers about clients' health center/hospital visits to allow for follow-up care coordination

PROJECT TIMELINE

MONTHS 1-6	MONTHS 7-12	MONTHS 13-17
• Examination of IT systems at DHHS-SS to assess data availability and determine methods for data transfer • Understand vendor requirements, and develop systems for automatic alerts • Review legal and consent issues pertaining to electronic data exchange, • Refine ED utilization baseline data • Begin PROMIS surveying for the target population	• Interface development and testing • Implementation of new workflow systems • Staff training and orientations to data exchange process and workflow systems	• Begin data exchange • Review and monitor events for content, accuracy, timeliness, and utility • Share lessons learned and challenges • Assess impact of data exchange • Review PROMIS data • Explore expansion opportunities

LEAD AGENCY

• **North Coast Health Improvement and Information Network (NCHIIN)** (https://northcoasthin.org/)
is a non-profit successor organization to a community quality collaborative. It is hosted by the Humboldt Independent Practice Association with the purpose of providing health information exchange and care improvement in Humboldt and Del Norte counties.

PARTNERS/COLLABORATORS

• **Humboldt County Department of Health and Human Services-Social Services (DHHS-SS):** Social Services programs focus on the safety of vulnerable children, youth and adults, and assist families and individuals in their journey toward self-sufficiency in Humboldt County, CA. DHHS-SS currently supports chronically homeless individuals find housing and wrap-around care coordination services through the Multiple Assistance Center (MAC) and Permanent Supportive Housing (PSH) programs.

• **Federally Qualified Health Centers and Emergency Departments:** Local federally qualified health centers (FQHC's) and Emergency Departments (ED's) will serve as collaborators and data exchange points for NCHIN's CHP project.

MEET THE PROJECT TEAM!

Martin Love, M.B.A.
CEO, NCHIIN and Humboldt Independent Practice Association
CHP Role: Principal Investigator
Contact: mlove@humboldtipa.com

Ask him about:
• Establishing an HIE
• Developing innovative projects

Rosemary DenOuden
COO, NCHIIN and Humboldt Independent Practice Association
CHP Role: Co-Principal Investigator
Contact: rdenounden@humboldtipa.com

Ask her about:
• Engaging community partners
• Supporting project workflow

Jessica Osborne-Stafsnes, M.S.H.S.,
Health Policy Analyst at the California Center for Rural Policy
CHP Role: Project Manager
Contact: jo14@humboldt.edu

Ask her about:
• Project management
• Supporting multi-sector collaboration

Paul Sheppard
IT Director, Humboldt County DHHS
CHP Role: Partner Lead
Contact: psheppard@co.humboldt.ca.us

Ask him about:
• County IT infrastructure

Chris Jioras
Program Manager, NCHIN
CHP Role: IT Manager
Contact: cjioras@humboldttipa.com

Ask her about:
• HIE technical Issues
• Developing products to meet community needs

COMMUNITY HEALTH PEER LEARNING PROGRAM www.academyhealth.org/CHPhealthIT