NATIONAL
HEALTH CARE
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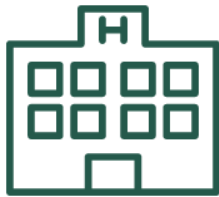HOMELESS
COUNCIL

Community Information Exchange
Using Data to Coordinate Care for People Experiencing Homelessness: Addressing COVID-19 and Beyond
April 2020

WHAT IS CIE?

Community Information Exchanges (CIEs) are care coordination tools that bring together providers and data from the health and social services sector.[1]

While Health Information Exchanges (HIEs) focus on bringing health care providers from across a community together, this model builds on the idea for HIEs to incorporate cross-system partners.

Partners in a CIE can include hospitals, health centers, other primary care providers, social service providers, housing providers, and schools, among other community resources.[2]

Stages of Data Sharing:

1 No formal integration or coordination ▶ 2 Referrals but no formal coordination and data sharing ▶ 3 Coordinated team with informal but regular data sharing ▶ 4 Formalized cross-sector data integration (CIE)

HOW IS CIE USED?

CIE a response to growing awareness of the Social Determinants of Health (SDOH). After a health center provider screens for SDOH related needs, the community wide data system can be used to identify and connect individuals to other community resources.[3]

An integrated CIE allows for coordination with other health care providers, like an HIE would, but also connects to social service providers. This allows health center staff to identify where an individual is accessing other services and who could be considered part of the care team.

Data integration tools can be incorporated and linked to fields in the electronic health record (EHR), following HIPAA considerations, to help seamlessly sync health center workflow as part of the SDOH strategy.

In response to SDOH needs, health care providers, case managers and other enabling services staff then have access to information on available community resources, what resources someone has accessed, and can track follow-up on referrals to improve care planning incorporating SDOH.[1]

HOW DOES CIE RELATE TO COVID-19?

In the current environment, CIE is a way to coordinate community providers and resources around a common health consideration. When someone presents at a hospital, the providers will have access to information on previous encounters with primary care and can make informed medical decisions. They will also be able to account for challenges in prevention due to SDOH, like limited access to hygiene resources.[4]

With social distancing and hygiene practices being the main recommendations to prevent the spread of COVID-19, people experiencing homelessness may lack the resources to follow recommended guidance. CIE can be a tool to identify where individuals can be referred for isolation or quarantine, coordinate outreach and education efforts, and identify gaps that the community needs to work through.

With the necessary community-wide action to effectively address COVID-19, health centers can use their CIE to leverage resources their partners may have in new ways and to spur the development of new partnerships in both the long and short term.

With infectious disease, epidemiological approaches present the greatest opportunity to reduce burden of disease and strain on the health system. Coordination and access to information across a community and consistent messaging, can ensure both health center providers and partners are up to date and prepared to address the needs of their community.

RESOURCES

- Community Information Exchange, San Diego, https://ciesandiego.org
- Community Information Exchange To improve health and advance equity in our region, Healthier Here, https://www.healthierhere.org/wp-content/uploads/2019/10/CIE-Opportunity-Onepager-2.0-103019.pdf
- Oregon Community Information Exchange Fact Sheet, HIT Commons, http://www.orhealthleadershipcouncil.org/wp-content/uploads/2019/06/OCIE-1-page-overview_upd-4.26.19.pdf
- The Case for Health Information Exchange (HIE): Evidence of HIE Impact for Health Centers, The HITEQ Center, http://hiteqcenter.org/Resources/HIE-Interoperability/Relevance-of-HIE/the-case-for-health-information-exchange
- Should Health Centers Participate in Health Information Exchange? Barriers and Opportunities to be Considered, The HITEQ Center: http://hiteqcenter.org/Resources/HIE-Interoperability/Relevance-of-HIE/should-health-centers-participate-in-health-information-exchange
- HUD Policy Brief on Data Matching: Understanding the Impact And Potential for Health Centers, CSH: https://www.csh.org/resources/hud-policy-brief-on-data-matching-understanding-the-impact-and-potential-for-health-centers/

1 https://www.healthierhere.org/wp-content/uploads/2019/10/CIE-Opportunity-Onepager-2.0-103019.pdf
2 https://ciesandiego.org/what-is-cie/
3 http://www.orhealthleadershipcouncil.org/wp-content/uploads/2019/06/OCIE-1-page-overview_upd-4.26.19.pdf
4 https://nhchc.org/wp-content/uploads/2020/04/NHCHC_Unsheltered-Homelessness_Final.pdf