Bridges to Better Care:
Integrating Data Systems to Streamline Care Coordination

Wednesday, June 8, 2022
12 – 1 pm PT / 1 – 2 pm CT / 2 – 3 pm ET
Acknowledgement

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About NHCHC

“Grounded in human rights and social justice, the NHCHC mission is to build an equitable, high-quality health care system through training, research, and advocacy in the movement to end homelessness.”
Housekeeping

• Webinar Style

• Type Questions in Chat Feature (make sure to select “Everyone”)

• Designated Q&A Period

• Evaluation Poll
Hosts and Presenters

NHCHC Hosts
• Joseph Kenkel, Research Associate, NHCHC
• Lauryn Berner, MSW, MPH, Research Manager, NHCHC

Presenters from Contra Costa County, CA
• Linae Altman, HCH Planning & Policy Manager
• Alison Stribling, PH Quality Improvement Team
Level Setting
Integrating Data Systems to Streamline Care Coordination

Linae Altman, Michael Fischer, & Alison Stribling
Contra Costa Health Services
June 2020
Agenda

1. Contra Costa Health Services Overview
2. Project Background
3. Data Infrastructure and Builds
4. Relationships & Collaborations
5. Benefits & Lessons Learned
6. Discussion
## CCHS Homeless Services

<table>
<thead>
<tr>
<th>Health Care for the Homeless</th>
<th>Health, Housing, and Homeless (H3)</th>
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<tbody>
<tr>
<td>• Sits within Public Health Division</td>
<td>• Dedicated division within CCHS</td>
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<tr>
<td>• Health care delivery provider for patients experiencing homelessness in Contra Costa</td>
<td>• Administrative entity for the homeless continuum of care in Contra Costa</td>
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<tr>
<td>• Operates medical, dental, &amp; behavioral health services</td>
<td>• Operates street outreach, emergency shelters, and permanent supportive housing</td>
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<tr>
<td>• Documents within Epic EHR</td>
<td>• Documents within HMIS (Bitfocus)</td>
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CCHS Data Infrastructure

Core Data Setup

- Key systems:
  - Epic EHR
  - Mental Health Billing system
  - HMIS
  - EMS
  - Pharmacy Benefits Manager
  - Jail Management System
- Centralized Data Warehouse
- Virtualization & Visualization Layer (Data Dashboard)

Contra Costa Health Services

- Public Health
- Contra Costa Health Plan
- Regional Medical Center, Health Centers, Detention Health
- Behavioral Health
- Health, Housing & Homeless
- Emergency Medical Services
- Hazardous Materials & Environmental Health

External data exchange

Other Health Systems

Social Services

Community Based Organizations
Project Background

• Over 250 programs enter service and program information into an HMIS
• Over 9,000 unique clients served per year
• Previously no way to share information with providers in other divisions, or to receive information about who else might be working with homeless clients
Project Background

• Whole Person Care Program (WPC)
  o 5-Year pilot program funded by Medicaid 1115 waiver
  o $200 million awarded to Contra Costa for service delivery and technology projects

• Leveraging WPC Funds:
  1. Implemented new HMIS system in 2017
  2. Integrated new system into CCHS data warehouse
  3. Developed bi-directional data exchange between HMIS and HER
  4. Transitioned Behavioral Health Division into shared Epic EHR
Data Infrastructure & Builds

1) Nightly file exchange process to bring the HMIS data into the warehouse

2) Patient-matching algorithm applied to allow for bidirectional data sharing between EHR and HMIS

3) Bi-Directional Sharing of care team data
   - Send case manager name, title, and contact information from EHR → HMIS
   - Send active housing programs and contact information from HMIS → EHR
Epic EHR Care Team

HMIS Client Profile

*Images cannot be distributed*
Relationships & Collaborations

• Leadership vision and buy in

• Dedicated program manager to coordinate across programs

• Knowledge and understanding of both systems, HMIS and electronic health record, through collaborations

• Direct involvement in services rendered to assess benefits and challenges with data sharing

• Workflow development and implementation based on data shared
Tangible Benefits

• Improved care coordination across direct service teams

• Ability to incorporate homeless data into predictive analytics/risk modeling

• Proactive enrollment of eligible patients into services

• Coordinated COVID-19 Response
Lessons Learned & Next Steps

• Challenges & Lessons Learned
  • Validation is key!
  • Imperfect data matching
  • Dedicate resources for ongoing maintenance & upkeep
  • Leverage available funding streams (grants, one time funding, etc.)

• Next Steps
  • Expanded sharing of new housing services as part of state of California Medicaid Initiative (CalAIM)
  • Exploring how to use EHR data for expediated shelter intake (TB Testing) and housing priority placement tool (VI-SPDAT)
Questions & Discussion

Contact Us

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National Health Care for the Homeless Council

National Institute for Medical Respite Care
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