

**NATIONAL
HEALTH CARE**
for the
**HOMELESS
COUNCIL**

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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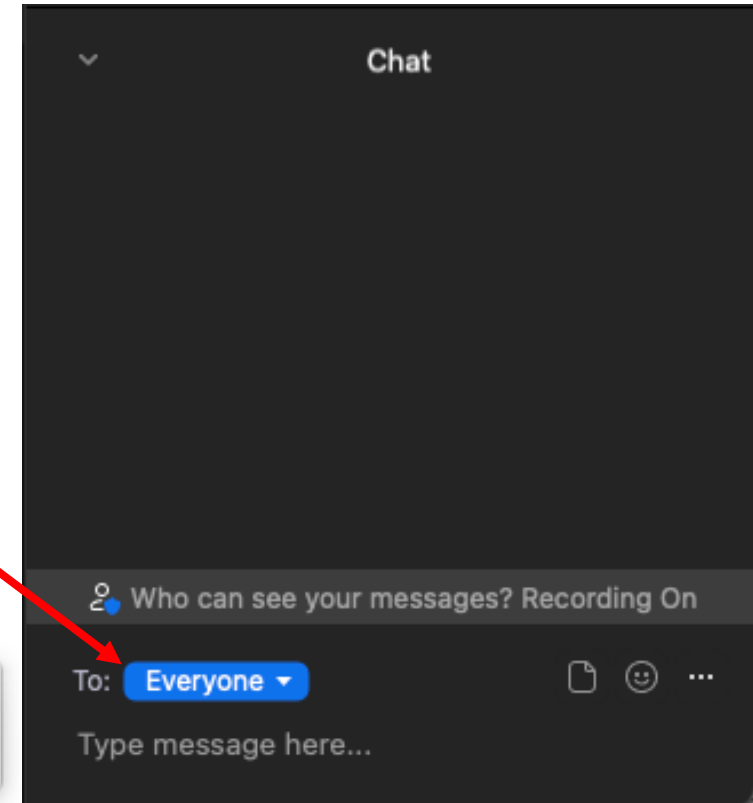
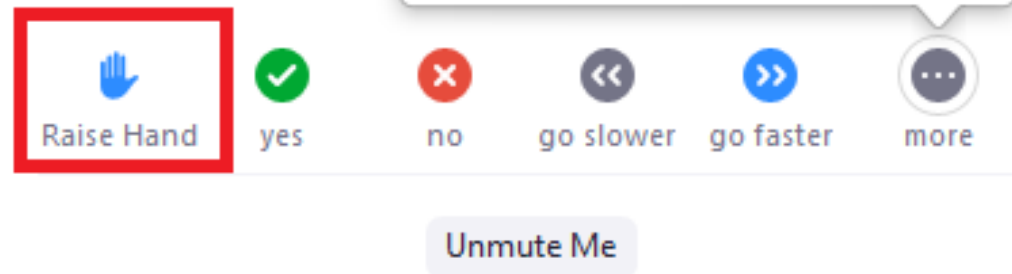
About NHCHC



“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

Linnae 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



Public Health



Contra Costa Health Plan



Behavioral Health



**Emergency
Medical Services**



**Health, Housing
& Homeless**



**Hazardous Materials &
Environmental Health**



**Regional Medical Center, Health
Centers & Detention Health**

CCHS Homeless Services

Health Care for the Homeless

- Sits within Public Health Division
- Health care delivery provider for patients experiencing homelessness in Contra Costa
- Operates medical, dental, & behavioral health services
- Documents within Epic EHR

Health, Housing, and Homeless (H3)

- Dedicated division within CCHS
- Administrative entity for the homeless continuum of care in Contra Costa
- Operates street outreach, emergency shelters, and permanent supportive housing
- Documents within HMIS (Bitfocus)

CCHS Data Infrastructure

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

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)

External data exchange

Other Health Systems



Social Services



Community Based Organizations

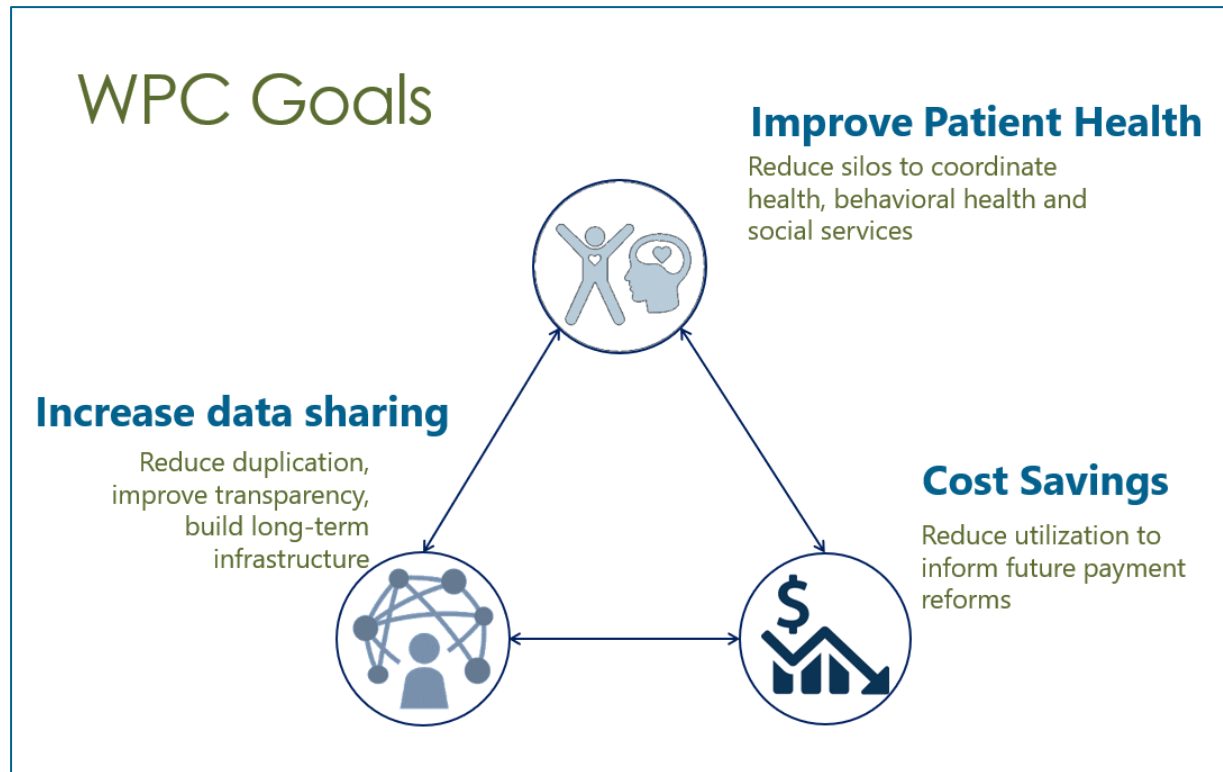


Project Background

- 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)
 - 5-Year pilot program funded by Medicaid 1115 waiver
 - \$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

Navigation: SnapShot | Chart Review | Review Flowsheets | **Care Teams** | Episodes

Care Teams

+ Care Coordination Note

Patient Care Team

Add Team Member: + Add Me + Free Text Member

Team Member

PCPs

| | | |
|----|------------------------|---------------------|
| AG | Alma Garcia | Care Coordinator |
| GM | Gretchen M Eger, MSW | CommunityConnect |
| KC | Katharine C Goheen, MD | General |
| PE | Patient Eligibility | Patient Eligibility |
| CH | Concord Health Center | Patient Location |

Additional Team Members

| | | |
|----|--------------------|-----------------|
| HC | H3 Concord Shelter | Housing Program |
|----|--------------------|-----------------|



HMIS Client Profile

Navigation: PROFILE | LOCATION | PROGRAMS | SERVICES | NOTES | ASSESSMENTS | FILES | HISTORY | REFERRALS

Date of Birth: [REDACTED] Adult Age: 62

Middle Name: [REDACTED] None

Alias: [REDACTED]

Maiden Name: [REDACTED]

Gender: Female

Sexual Orientation: Select

Race: White

Ethnicity: Non-Hispanic/Non-Latino

Veteran Status: No

Primary Language: English

Phone or message number: [REDACTED]

Email address: [REDACTED]

Driver's License Number: [REDACTED]

Client Medical Record Number: [REDACTED]

Public Health Case Manager: [REDACTED]

Contra Costa Health Plan Case Manager: [REDACTED]

Community Connect Case Manager: APILADO, GABRIELA Y

CM Contact Info: [REDACTED] Case Manager Type: PHN

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 (CaAIM)
 - Exploring how to use EHR data for expedited shelter intake (TB Testing) and housing priority placement tool (VI-SPDAT)

Questions & Discussion

Contact Us

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