

Bridging the Continuum of Care Using Information Exchange: The San Diego Journey

Community Information Exchange San Diego

Home About Problems Solutions Contact

**NETWORKS FOR
ENHANCED CARE COORDINATION**

Dr. Jim Dunford (Board Member)
Scott Bechtler-Levin (Exec. Director)

www.CIESanDiego.org

**LIVE WELL
SAN DIEGO**

Seamless care coordination to...

Connect data silos



Transform care models

Client-focused

- Holistic support
- Faster response
- Better outcomes

Operations

- More capacity/\$
- Better policy/planning
- Less crisis services

Improve health outcomes



How would it change the patient care plan if we knew more about the person?



Step 1: CIE is embedded in case management system

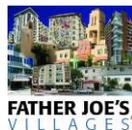


User experience:

- User selects a client WITHIN their native case management or HMIS system
- Presses CIE icon
- Views client record in CIE

Technology works:

- Real-time API integration
- Single sign-on
- Auto-quick search
- Validate view rights by user role



Step 2: Review Dashboard – Shared Access


Father Joe's Villages
Welcome Emil Vasquez | Help | Log Out

Client Search (Manager)

Please enter one or more search criteria and click the search button to begin search.

First Name: Middle Name: Last Name:
 Date of Birth (mm/dd/yyyy): SSN (last 4): Client I.D.:

Client Basics	Housing	Provider Supports	Program History	Ambulance Transports
Health Information	ADL Assessments	Nutritional Assessments	Emergency Contacts	

[Send Notification](#)
[Flag data quality issue](#)
[Client Opt-out](#)

Agency	Program Start Date	Status	Case Manager Name	Phone Number	Email
SD EMS/Fire Rescue	01/02/2015	Current	John Doe	123-123-1234	manager1@email.com
SD EMS/Fire Rescue	01/02/2015	Current	Jane Smith	456-456-7890	manager2@email.com
People Assisting the Homeless (PATH)	06/01/2014	Former	Ivan Test	619-222-2222	email@ciesandiego.org

Other Providers

Agency	Role	Provider Name	Provider Phone Number	Email
Agency Name	Agency Role	Provider Name	888-555-1212	provider1@email.com

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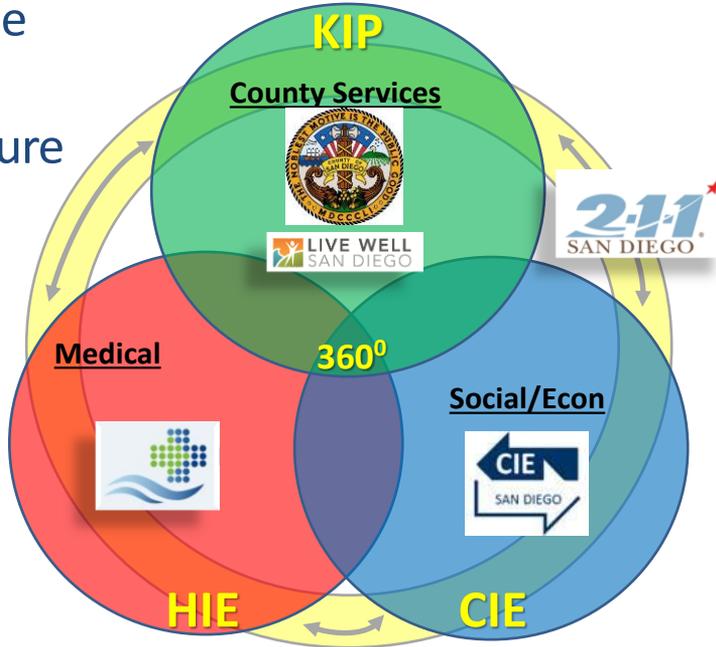
Network Participants as of 5/19/15



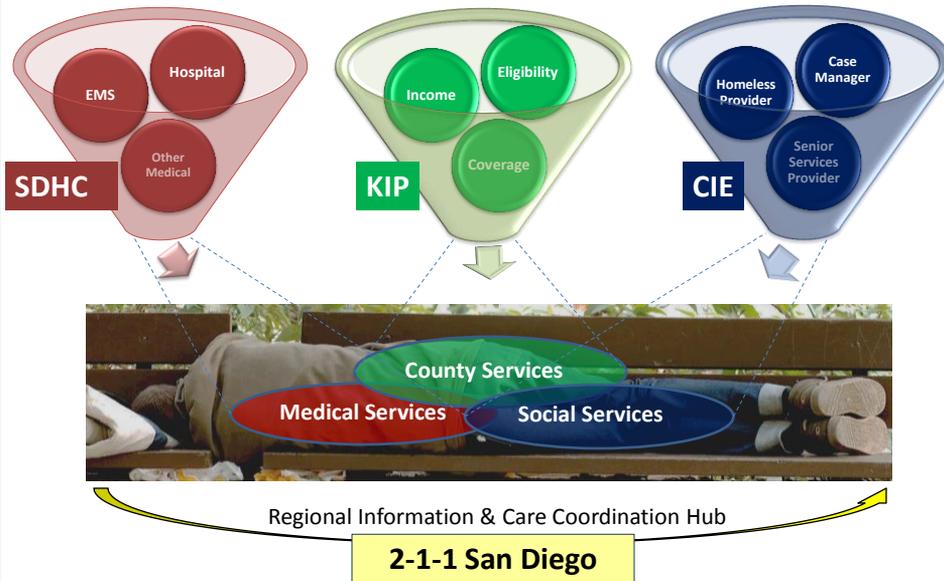
UC San Diego
Health System
Hillcrest Medical Center



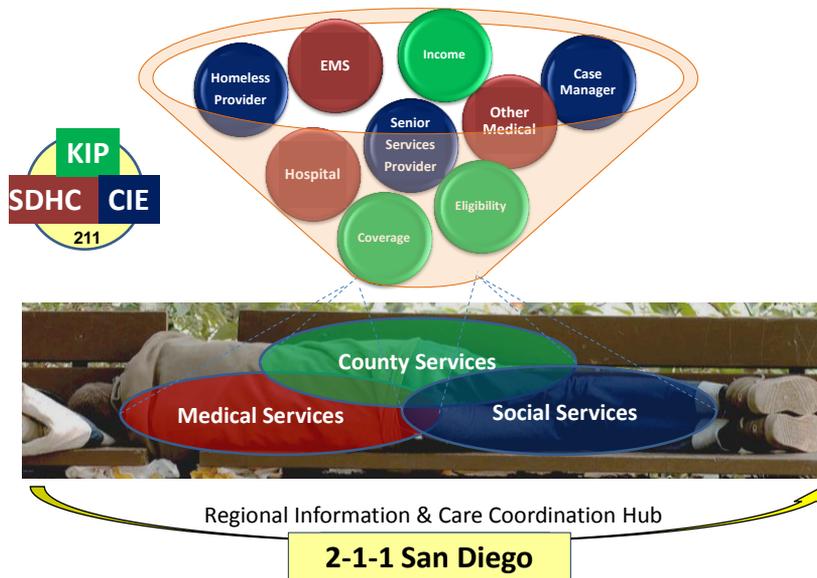
Building the Exchange Infrastructure for San Diego



Future: One Person | More Complete View



Eventually: Even More Complete View



Recommendations

1. Support interoperability standards
 - National Information Exchange Model (NIEM)
 - Housing and Urban Development Homeless Management Information Systems (HUD HMIS)
 - Alliance of Information and Referral Systems (AIRS) taxonomy of providers
2. Mandate that federally funded health care and social service programs must share information on mutual clients using endorsed standards for social service interoperability.