



# ONC Social Determinants of Health (SDOH) Information Exchange Learning Forum

## Governance

1:30 – 3:00 pm EST  
Friday, May 13th, 2022

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The Office of the National Coordinator for  
Health Information Technology



# Agenda

- Welcome
- Background and Context for SDOH Information Exchange
- Overview of SDOH Information Exchange Foundational Elements
  - Governance
- Presenters:
  - HealthierHere
  - North Coast Health Improvement and Health Information Network (NCHIIN)
- Questions & Discussion
- Learning Forum Series and Small Group Opportunities
- Closing

# Welcome

Please chat-in your name, role and organization.



Greg Bloom  
**EMI Advisors**



Kristina Celentano  
**EMI Advisors**



Karis Grounds  
**211 San Diego**



Brenda Kiritkumar  
**EMI Advisors**



Samantha Meklir  
**ONC**



Sheetal Shah  
**EMI Advisors**



Whitney Weber  
**ONC**



Evelyn Gallego  
**EMI Advisors**



# Background and Context for SDOH Information Exchange

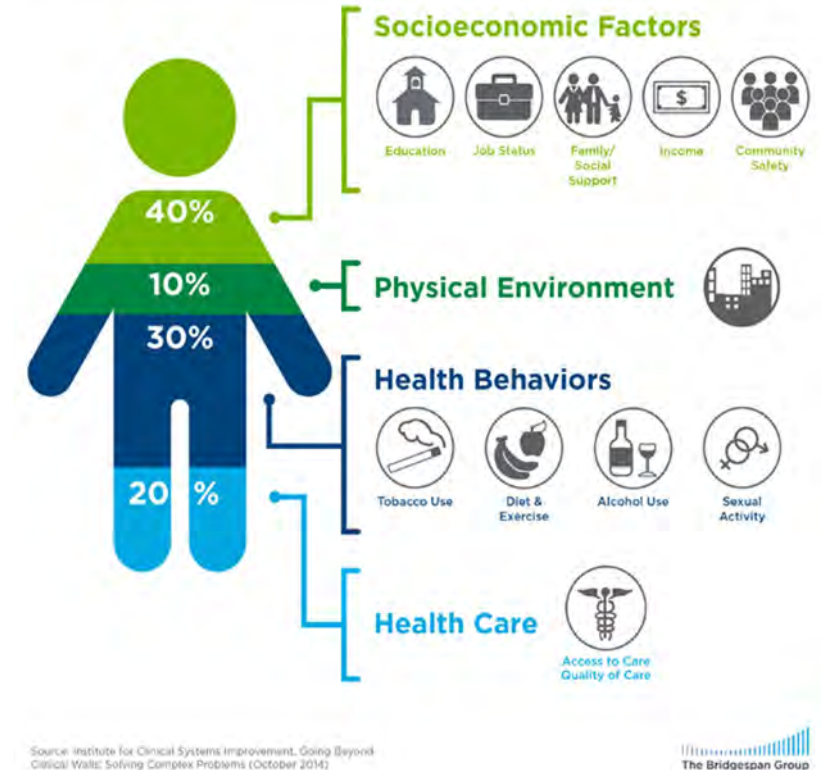
# Why Are Social Needs Important?

There is growing awareness that SDOH information improves whole person care and lowers cost. Unmet social needs negatively impact health outcomes.

- **Food insecurity** correlates to higher levels of diabetes, hypertension, and heart failure.
- **Housing instability** factors into lower treatment adherence.
- **Transportation barriers** result in missed appointments, delayed care, and lower medication compliance.

Addressing SDOH is a primary approach to achieve health equity.

## What Goes Into Your Health?

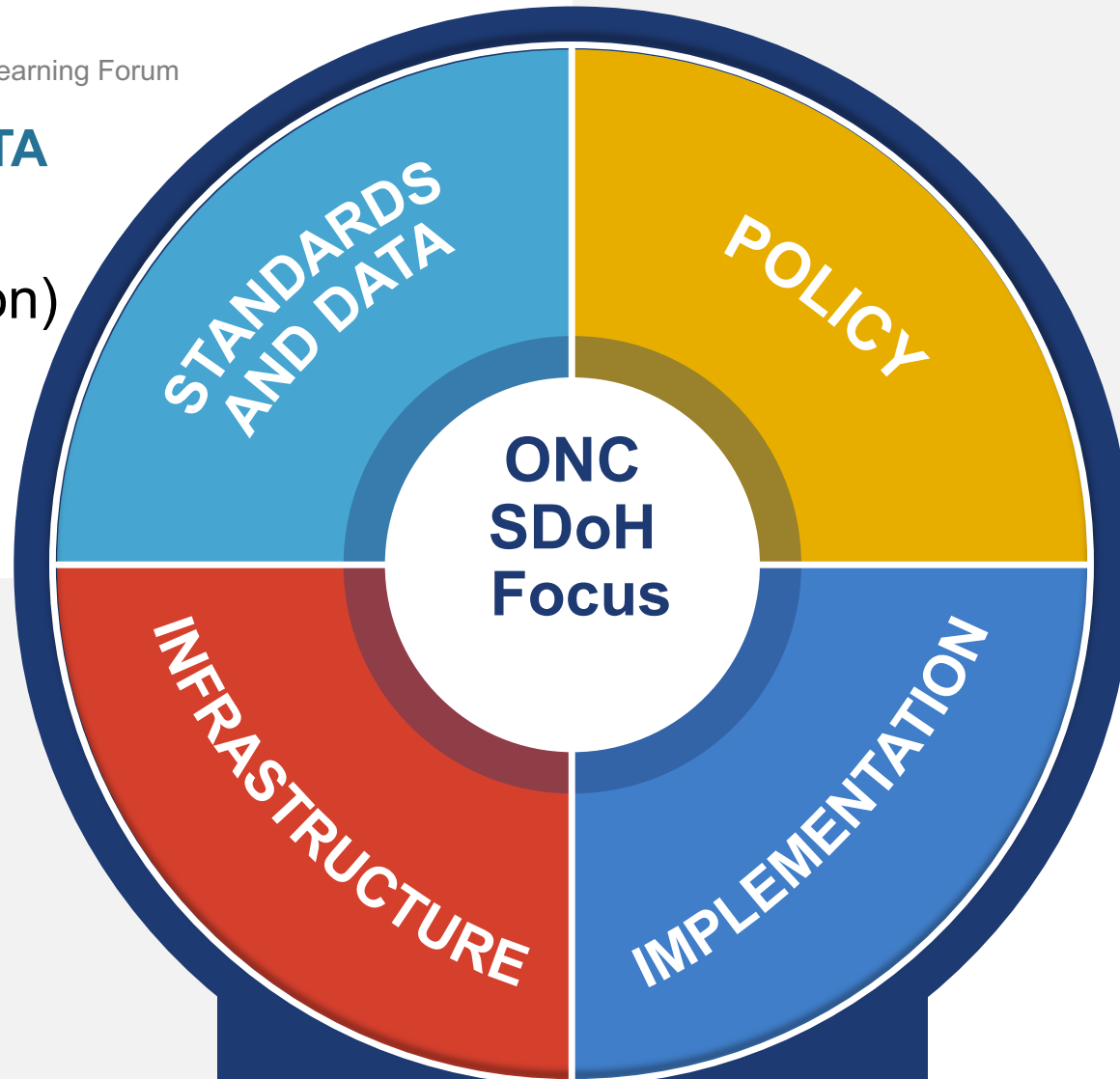


## STANDARDS AND DATA

(Advance Standards  
Development Adoption)

## INFRASTRUCTURE

(SDOH  
Information  
Exchange/Inte  
roperable  
Referrals, HIE,  
State, & Local)



## POLICY

(Emerging Policy  
Challenges &  
Opportunities)

## IMPLEMENTATION

(Integration,  
Innovation, and Health  
IT Tools)

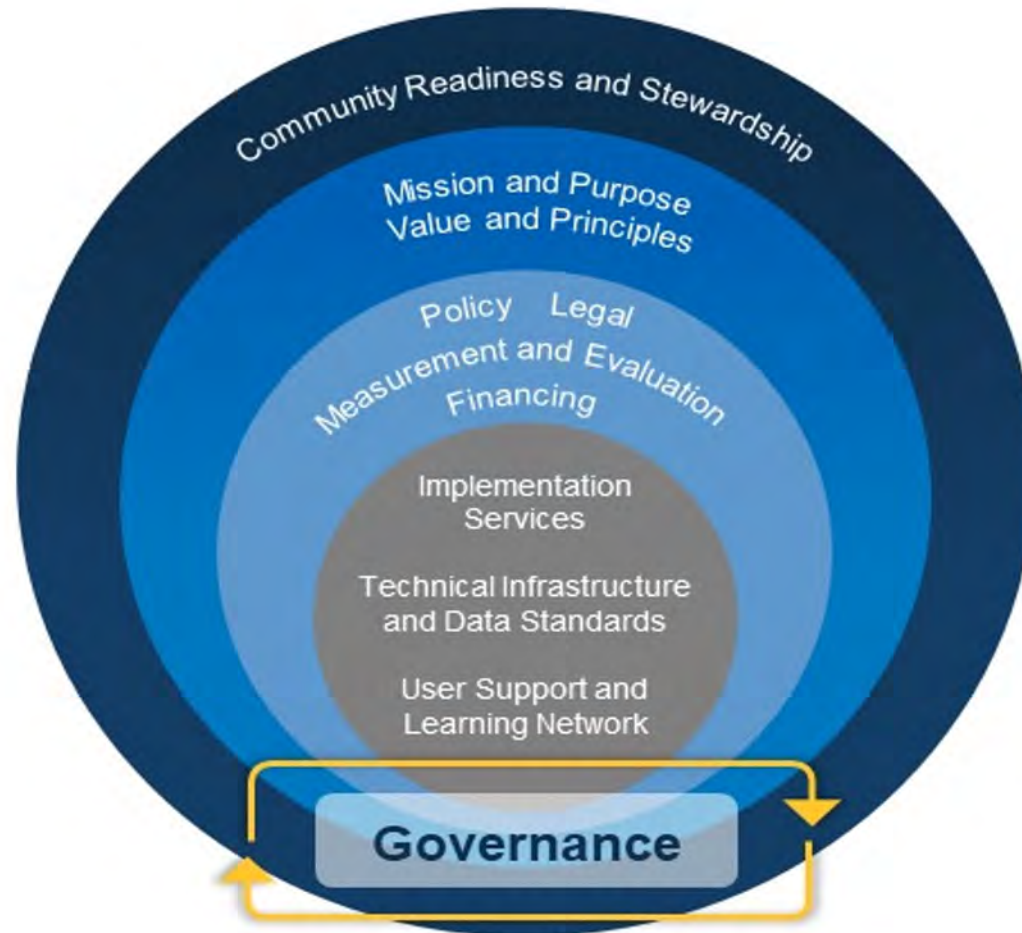
**Collect, Access, Exchange, Use**





# Overview of SDOH Information Exchange Foundational Elements

## Social Determinants of Health Information Exchange Foundational Elements





# Governance

# Governance

Governance consists of several levels of decision-making, including:

- **Institutional governance:** Context in which the terms of participation are established, including the processes by which leadership and service providers are organized, administered, and removed; priorities are set and adjusted; rulemaking processes are established and changed; outcomes are evaluated; and institutional conflicts are resolved.
- **Administrative governance:** Context in which policies, as prioritized by institutional governance, are designed, implemented, monitored, and enforced—including those pertaining to regulatory compliance, agreements for information sharing and use, and operational standards.
- **Data governance:** Context in which policies established by administrative governance are implemented and enforced through processes of data stewardship, such as rules for technical standards and data collection, management, storage, exchange, verification, validation, contestation, and deletion.

# Questions to Consider

## **Institutional governance:**

- How will the terms of membership and participation in the system be established?
- Who will decide the terms of membership and participation, and who will decide the rules of the system?

## **Administrative governance:**

- How will the policies pertaining to information sharing, incentives, and evaluation be made and changed?
- Who will be responsible for facilitating policy making, implementation, and enforcement? Who should be subject to mechanisms of accountability?

## **Data governance:**

- What data standards and technical system design will your initiative adopt, and how will those standards be implemented and monitored?
- To what extent will the initiative's infrastructure be "vendor-agnostic," and what provisions should be in place to ensure such terms?



## ONC SDOH Information Exchange Learning Forum

May 13, 2022





# Introductions



**Gena Morgan**  
Chief Operating Officer,  
HealthierHere



**Sara Standish**  
Associate Director,  
Community Information Exchange,  
HealthierHere

# Working Together to Make Health More Equitable

Non-Profit  
Multi-Sector  
Collaborative

Dedicated to  
Eliminating  
Health Disparities  
in King County

through  
Collective  
Action

Abundance of Hope - Advocates of Sacred Institute - African American Health Board - Aging and Disability Services - Amerigroup - API Coalition  
Advancing Together for Health - Arms Around You - Asian Counseling & Referral Service - Association of Zambians in Seattle WA - Atlantic Street  
Center - BEST - Career Path Services - Cascade Behavioral Hospital - Catholic Community Services of Western WA - Center for Human Services -  
Center for MultiCultural Health - CHI Franciscan - Chief Seattle Club - Childhaven - Chinese Information & Service Center - City of Redmond - Civil  
Survival - Coleman Family Services - Community Health Plan of WA - Community House Mental Health Agency - Congolese Integration Network -  
Consejo Counseling and Referral Service - Coordinated Care - Country Doctor Community Health Services - Cowlitz Tribal Health - Crisis  
Connections - Downtown Emergency Service Center - Eastside Baby Corner - Eastside Legal Assistance Program - El Centro de la Raza - Evergreen  
Health - Evergreen Treatment Services - Fairfax Behavioral Hospital - Falis Community Services - FD Cares (Puget Sound Regional Fire Authority &  
Renton Regional Fire Authority) - Friends of Youth - Full Life Care - Gay City - Generations Aging with Pride - Global to Local - Harborview Medical  
Center - HealthPoint - Hepatitis Education Project - Highline College - Hopelink - Hunger Intervention Program - IAF Northwest - IKRON Greater  
Seattle - Integrative Counseling Services - Intercept Associates - Interim Community Development Association - International Community Health  
Services - Kaiser Permanente - Kent Youth and Family Services - Khmer Health Board - Kin On Health Care Center - Kinderling - King County Housing  
Authority - King County Native American Leadership Council - King County Sexual Assault Resource Center - Lake City Partners Ending  
Homelessness - Latino Community Fund of WA - Lutheran Community Services Northwest - Lifelong - Living Well Kent Collaborative - Lutheran  
Community Services NW - The Maternal Coalition - Mercy Housing Northwest - Molina Healthcare - Mother Africa - Mother Nation - MultiCare  
Health System - Nakani Native Program - Navos - Neighborcare Health - Neighborhood House - New Traditions - New Trails Navigators - NEXUS -  
North Urban Human Services Alliance - Northwest Harvest - Pacific Islander Health Board - Pacific Medical Center - Pamoja Christina Church - Peer  
Seattle - The People's Harm Reduction Alliance - Pioneer Human Services - Planned Parenthood - Plymouth Housing - Project Access Northwest -  
Public Health Seattle & King County - Queen Anne Helpline - Recovery Café - Refugee Women's Alliance - Renton Area Youth & Family Services -  
Residence XII - Rokea Jones Outreach Doula Services - Ryther Child Center - Sea Mar Community Health Centers - Seadrunar - Seattle Children's -  
Seattle Children's Care Network - Seattle Housing Authority - Seattle Counseling Services - Seattle Indian Health Board - SCORE Jail - Sisters in  
Common - SOAR - Solid Ground - Somali Health Board - Sound - Sound Generations - South Park Information and Resource Center - South Park  
Senior Citizens - Southeast Youth and Family Services - Southwest Youth and Family Services - Swedish - Teenagers Plus - Telecare - Tenants Union  
of WA - Therapeutic Health Services - TI-Plus - Tlingit & Haida Indian Tribes of Alaska (WA Chapter) - Transitional Resources - United Indians of All  
Tribes Foundation - United Healthcare - Unkitawa - Upower - UW Medicine & Northwest Hospital - UW School of Nursing - Valley Cities Counseling  
& Consulting - Valley Medical Center - Vashon Youth & Family Services - Vietnamese Health Board - Virginia Mason - WA Pacific Islander  
Community Services - WA Serves - WA State Coalition of African Community Leaders - Wallingford Community Senior Center - White Center  
Community Development Association - The Workforce Development Council of Seattle/King County - YMCA of Greater Seattle - You Grow Girl -  
Youth Eastside Services - ZACUSA

# King County: Large, Complex, Inequitable

**2 million+** People

**Half Million**

Medicaid Beneficiaries

**23%** of the State's

Medicaid Beneficiaries



**170** Different Languages

**39** Municipal Governments

**29** Fire Districts/Departments

**17** Hospitals +  
Regional Trauma Center

## Thriving Economy & Great Wealth

**COSTCO**



Microsoft

amazon



Expedia

## High Rates of Poverty & Homelessness



*Residents in wealthy zip codes live 10 years longer than those in the poorest*

# Our Focus



Improve health and wellbeing of ***those who experience inequity and racism***



in our health and social systems



through ***community and tribal-driven solutions***

that reflect and respect their needs, lived experience, and culture





# A Hub To Empower Collective Action

We leverage our network and our resources to tackle complex challenges that no organization or sector can solve on their own.



***Systemic Inequities  
in Health and  
Human Services***

***Public Health  
Needs and Crises***



***Whole-Person  
Care Coordination  
Across Sectors***

***Workforce  
Issues***





# Our Path to a Community Driven CIE®



Invests \$ through  
State 1115 waiver



HealthierHere

Founded as King  
County  
Accountable  
Community of  
Health (ACH)

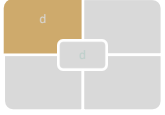
\$ Fund  
Infrastructure

Shared  
Governance  
Model

Relationships &  
Trust Building



Community  
Identified  
Need for CIE®



# Timeline Overview - *From Inception to Launch*

2017-2018  
**HealthierHere Launch  
and Need Identified**



2018-2020  
**Aligning and Planning**



2020-2022  
**Building and  
Launching**

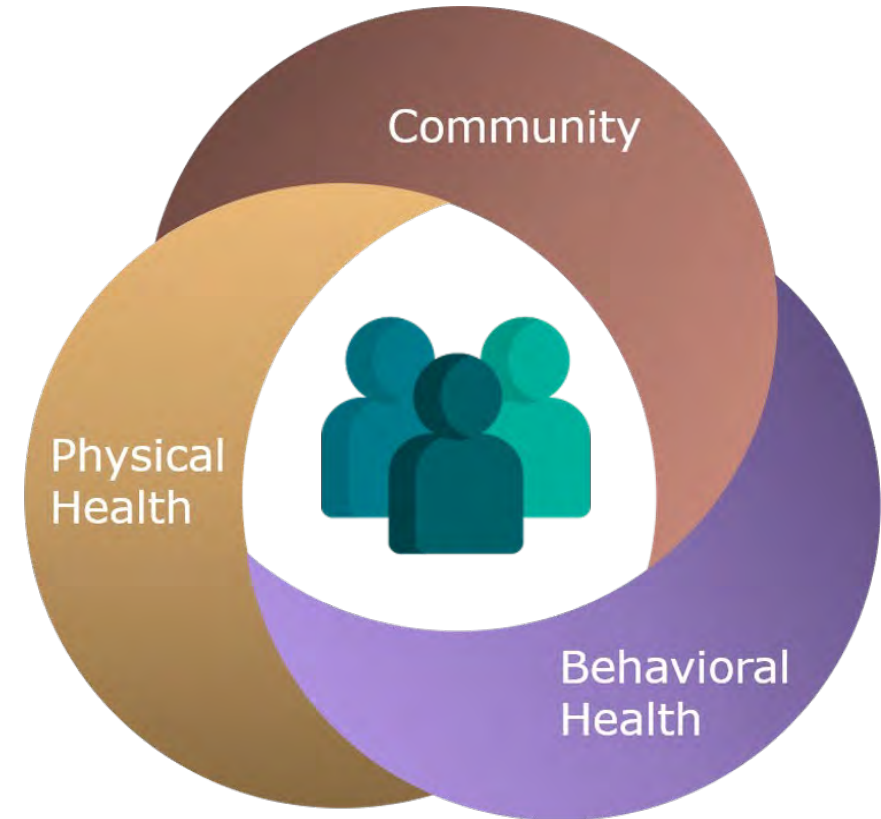


# What is the Connect2 Community Network?



A community information exchange (CIE) for King County, WA:

- A unified network for community and clinical organizations to share data and coordinate care
- Built on relationships, enabled by technology
- Community-led by a multi-sector Advisory Group
- Co-designing tools and policies
- Dedicated to reducing health disparities and improving outcomes



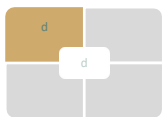
# Building a Unified Network



Consumer Engagement  
Capacity building for CBOs

Community-led evaluation planning  
Tribal data sovereignty

Privacy and RFP process that engaged community partners

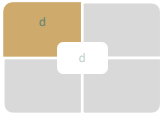


# Key Governance Themes

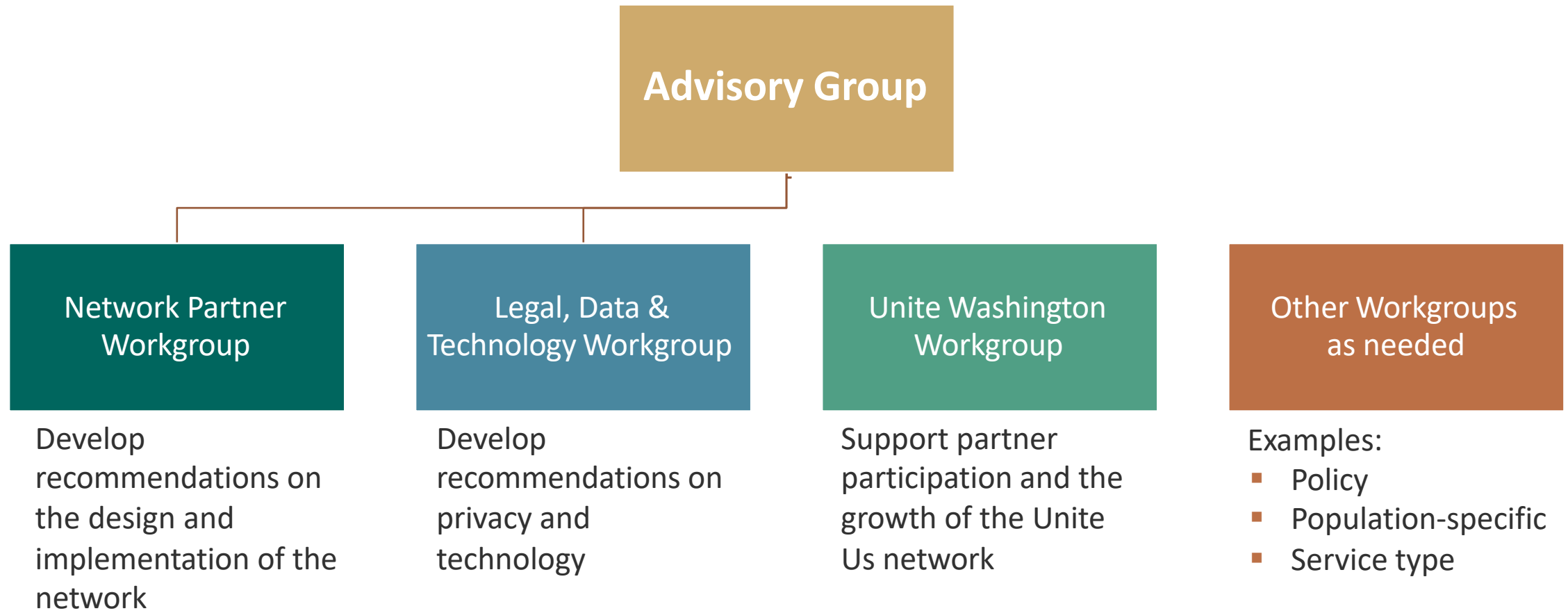
- Community led governance structures
- Bringing everyone together to an equitable, evenly set table
- Honoring Tribal data sovereignty
- Building relationships and shared ownership
- Ongoing co-creation

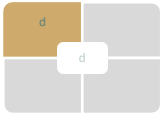






# Connect2 Community Network Governance





# Advisory Group Composition

A 20–30-member governing body comprised of subject matter experts from sectors critical to the network’s success:

Community-based organizations (*3 seats*)

Social service support/delivery organizations (*4-5 seats*)

Information and referral providers (*2 seats*)

Consumer/community coalitions (*2 seats*)

Tribal entities/organizations (*4-6 seats*)

Corporate/philanthropic foundations (*2 seats*)

Federally Qualified Health Center

Health system

Behavioral health agency

Medicaid Managed Care Organization

Private insurer

King County government

City of Seattle government

Suburban government

Community-based organization serving criminal justice involved individuals

First responder

Organizational sponsor

At-large member

*Note: Each sector has 1 seat unless otherwise noted.*

# What We Have Heard from Our Community

- Unified network of platforms that connect, communicate and cooperate, not one technology
- Built on relationships, enabled by technology
- Co-design is critical to gain trust, and the success of the Connect2 Community Network hinges on the trust we have with providers and the trust they have with community members
- Community-led and operated governance structure that includes multi-sector Advisory Group to ensure that decisions are reflective of and responsive to the community, including functionality, privacy and technology

# What We Have Learned...So Far!

- Values need to be shared at all levels
- The work is ongoing – and it takes time
- Technology is the enabler, not the end goal
- Our work is built on relationships and trust
- Community engagement improves privacy and data governance design

# Links to Our Work

- HealthierHere Community & Consumer Voice and Indigenous Nations Committees
- HealthierHere Direct Community Engagement
- Connect2 Community Network Advisory Group
- Connect2 Community Network Privacy Framework
- Connect2 Community Network Consumer Engagement





# Working Together to Make Health More Equitable



Collective Action &  
Equitable  
**Partnership**

**Equity &**  
Anti-Racism



Authentic  
**Community** Voice &  
Engagement



**Innovation**  
& System  
Transformation



Focus on Health  
Equity **Outcomes**





# Questions & Discussion

# NORTH COAST CARE CONNECT

## GOVERNANCE STRUCTURE

Martin Love, NCHIIN CEO

Jessica Osborne-Stafsnes, NCCC Project Director

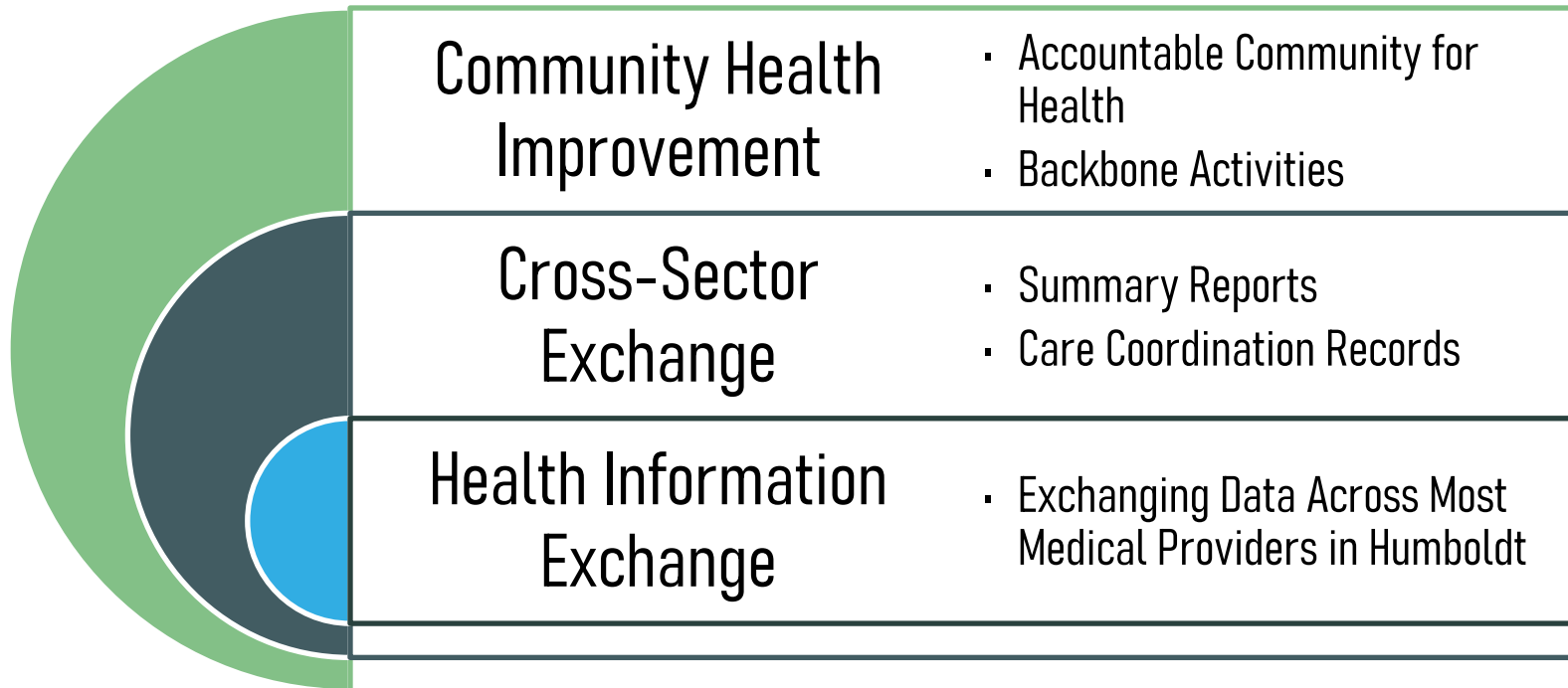


Humboldt Community Health Trust



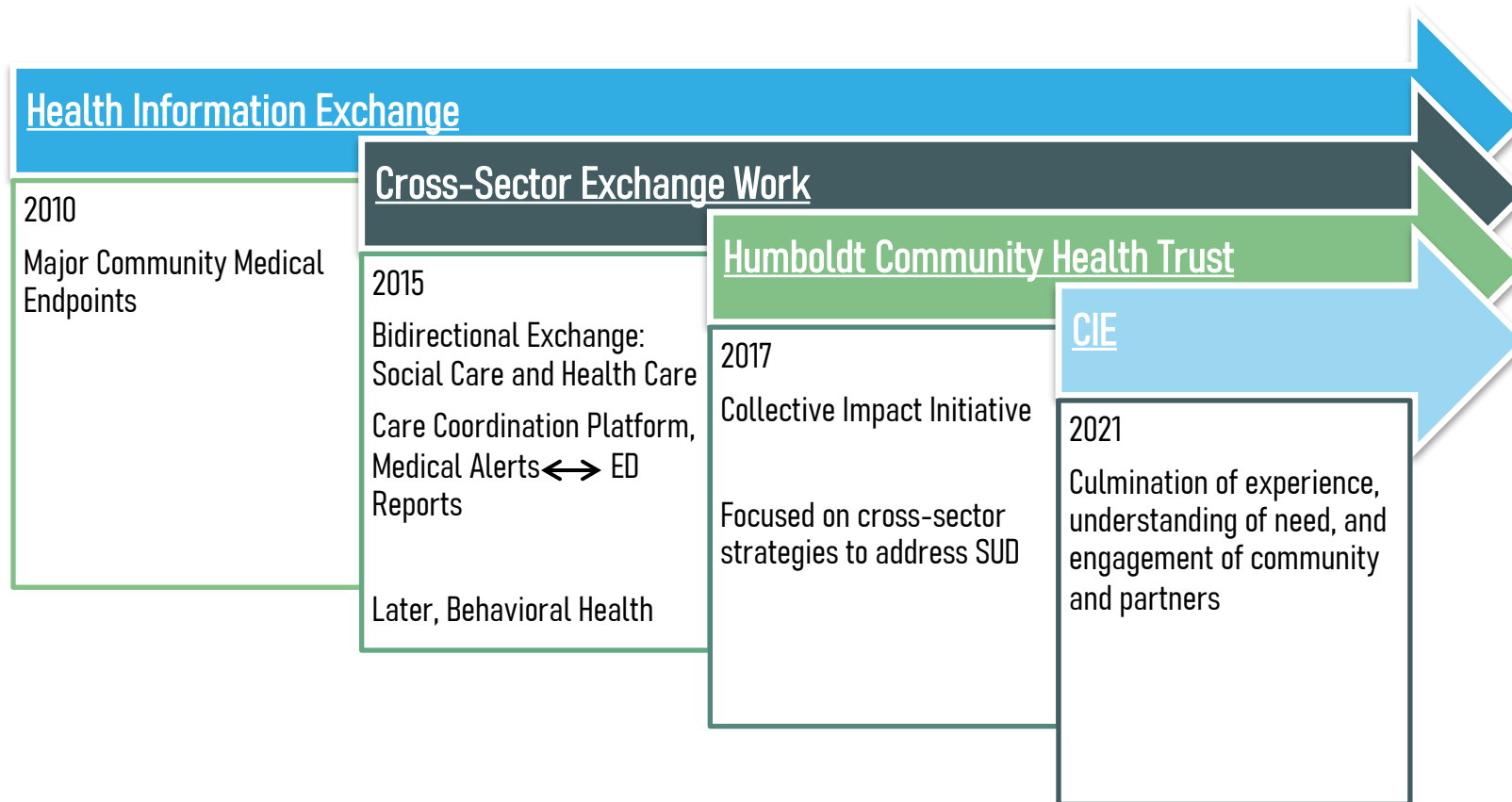
# BACKGROUND AND EVOLUTION: NCHIIN

- Humboldt County, California
- North Coast Health Improvement and Information Network





# EVOLUTION TOWARDS CIE SERVICES



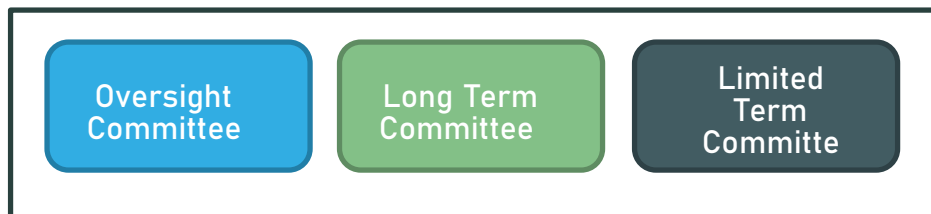
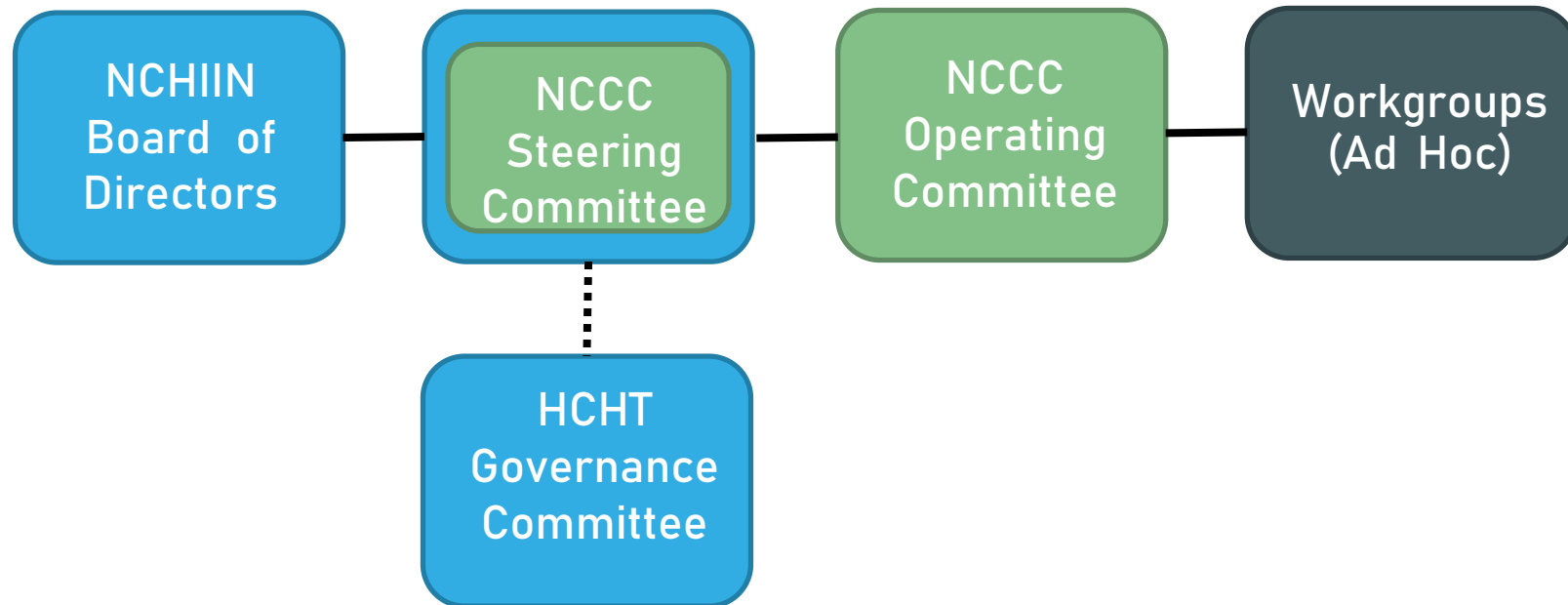
# NORTH COAST CARE CONNECT (NCCC)

- Formative Early Work:
  - Medical Exchange
  - Cross-Sector Exchange
  - Collective Impact
- Co-Design
- Other Facilitating Factors:
  - Local, Trusted
  - Rurality
  - Incrementalism
  - Access to Experts

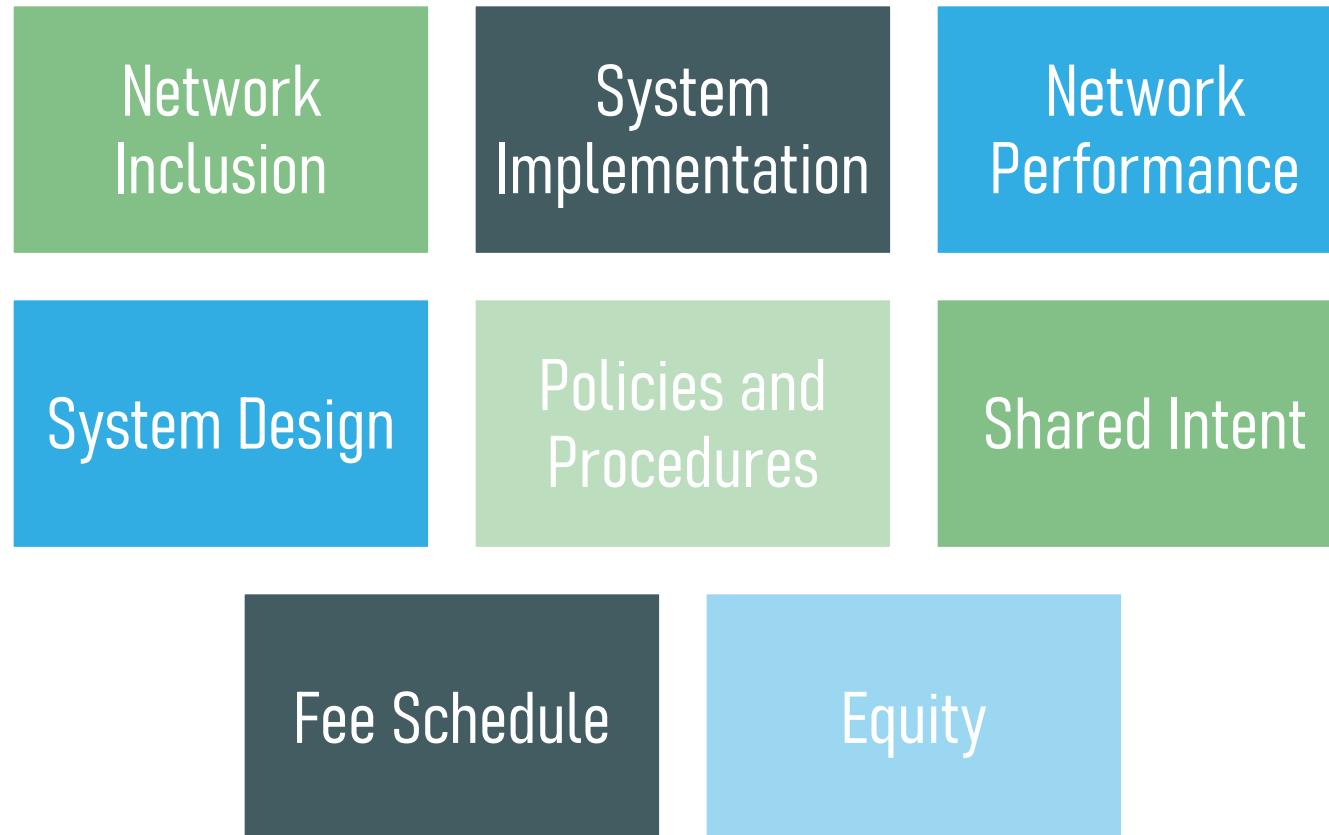


NCCC Tool: "NinePatch" by QS Systems

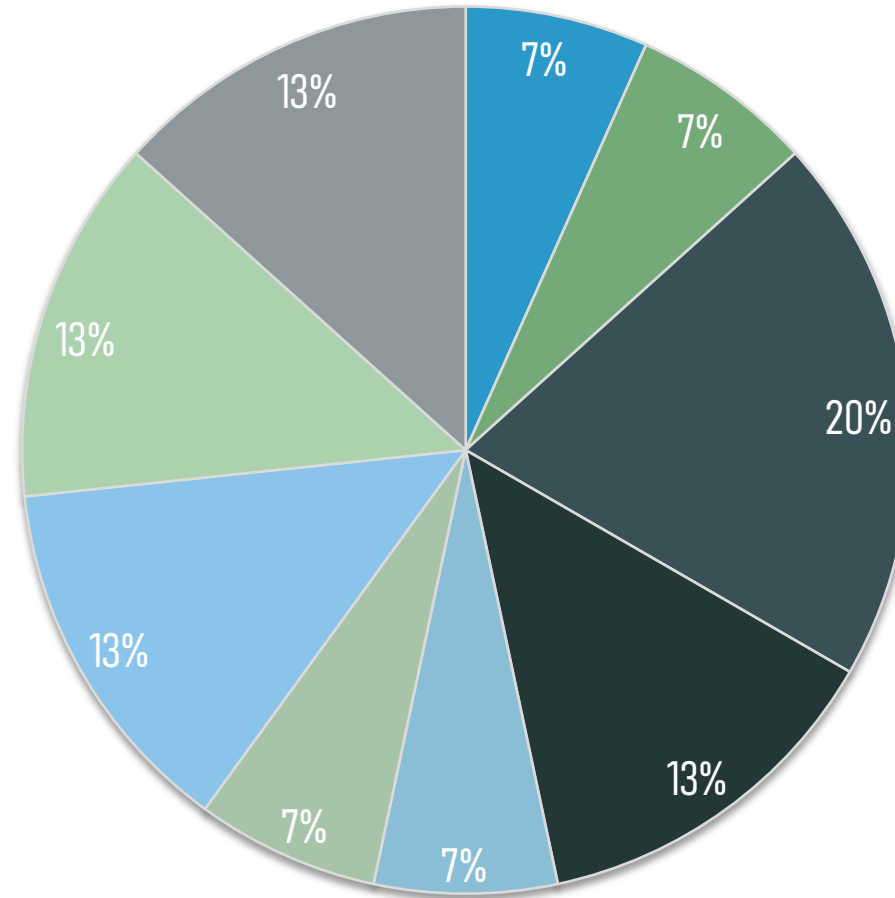
# NCCC GOVERNANCE STRUCTURE



# STEERING COMMITTEE: CURRENT FOCUS



# STEERING COMMITTEE: STAKEHOLDER COMPOSITION





# IN PRACTICE: DECISION MAKING

- Work towards consensus using level of agreement cards
  - Brings concerns forward
  - Slows process as needed
- Seminal Documents: Guideposts out of Co-Design
- Cultural of learning and refinement

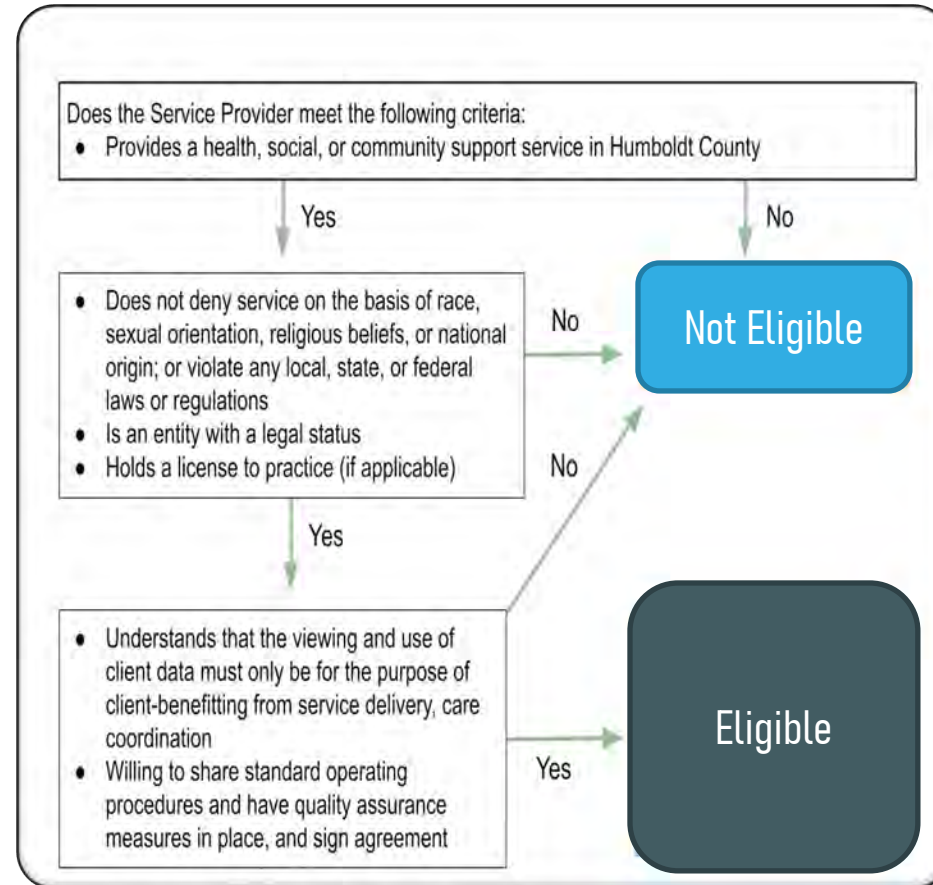
## Seminal Documents

- Participation Agreement
- Policies and Procedures
- Shared Intent Statement
- Equity Statement
- Network Inclusion Policy



# IN PRACTICE: NETWORK INCLUSION

- Rationale about potential participants and expected practices
- Anticipate a near-term test of the policy:
  - Justice Involved Programs
  - Child Welfare Services



# IN PRACTICE: FEE SCHEDULE

Intent: Creation of a fee schedule that sustainably covers cost and provides equitable access to the network for all community organizations

## Backbone Activity:

- Development of operating budget
- Discovery- pricing models
- Speculation at early phase network engagement
- Draft pricing model

## Steering Committee Activity:

- Advises on approach (licenses vs. subscription)
- Guidance on scale
- Provides community and organizational contexts
- Raises questions, concerns, considerations



# CHALLENGES AND LESSONS LEARNED

## Challenges

Shared Practice vs. Individual Priorities

Developing Norms

Perfect is the Enemy of Good

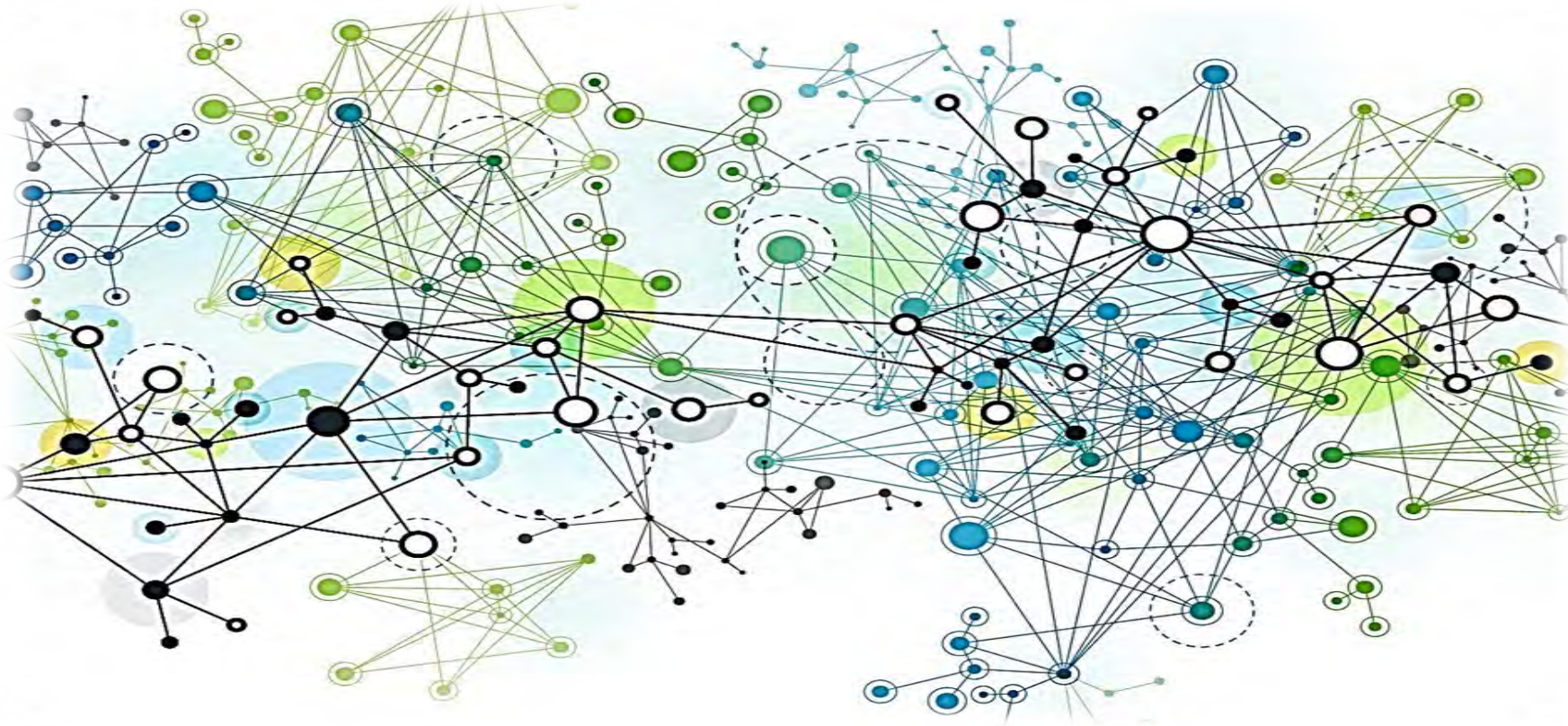
## Lessons Learned

Relationships and Trust are Foundational to the Work

Community Process is an Investment but Yields Positive Returns

Resident Voice is Instrumental

# “DATA MOVES AT THE SPEED OF TRUST...”<sup>1</sup>



Jessica Osborne-Stafsnes, Project Director- [josborne@nchiin.org](mailto:josborne@nchiin.org)

Martin Love, CEO- [mlove@nchiin.org](mailto:mlove@nchiin.org)

1. David Ross, ScD, Public Health Informatics Institute







## Questions & Discussion



# Learning Forum Series and Small Group Opportunities

## Learning Forum: Webinar Series Schedule

Topic	Date & Time	Learning Objectives
<b>Introduction to SDOH Information Exchange and the Learning Forum</b>	March 29 <sup>th</sup> 1:30pm-3:00pm EST	Learn about the SDOH landscape and foundational elements to enable SDOH information exchange.
<b>SDOH Information Exchange: Vision, Purpose, and Community Engagement</b>	April 22 <sup>nd</sup> 1:00pm – 2:30pm EST	Learn about promising practices to engage with community stakeholders and define a mission and purpose.
<b>SDOH Information Exchange: Governance</b>	May 13 <sup>th</sup> 1:30pm – 3:00pm EST	Learn about different levels of governance for stakeholders engaged in SDOH information exchange initiatives.
<b>SDOH Information Exchange: Technical Infrastructure and Interoperability</b>	June 14 <sup>th</sup> 1:00pm – 2:30pm EST	Learn about data systems and standards to enable SDOH information exchange.
<b>SDOH Information Exchange: Policy and Funding</b>	July 19 <sup>th</sup> 1:30pm – 3:00pm EST	Learn about privacy and security considerations, as well as financing models to support organizations pursuing SDOH information exchange.

<https://www.healthit.gov/news/events/oncs-social-determinants-health-information-exchange-learning-forum>

## Learning Forum: Small Group Opportunities

ONC is also offering additional opportunities for interested stakeholders to participate in small group learning.

- Groups of approximately 10-15 individuals across a diverse set of stakeholder groups.
- Paired with a facilitator and subject matter experts who will guide and support learning and engagement.
- Discussion questions and focus areas will be collaboratively developed.
- Topics will align with the Learning Forum monthly webinar series.

To express interest in small group participation, please email [oncsdohlearningforum@hhs.gov](mailto:oncsdohlearningforum@hhs.gov) for more information on how to join.

# Upcoming Small Group Sessions

## Upcoming small group sessions:

- May 23<sup>rd</sup>, 2:00 – 3:00pm EST
- May 25<sup>th</sup>, 2:00 – 3:00pm EST
- May 26<sup>th</sup>, 2:00 – 3:00pm EST

To express interest in small group participation, email [oncsdohlearningforum@hhs.gov](mailto:oncsdohlearningforum@hhs.gov) for more information on how to join.



## Feedback Questions:

You may enter into the chat your thoughts on these two questions:

- How useful did you find today's ONC SDOH Information Exchange Learning Forum webinar on Governance?
- What would be most useful for you? E.g., more or less of this type of content.

Other feedback or suggestions?

Email: [oncsdohlearningforum@hhs.gov](mailto:oncsdohlearningforum@hhs.gov)



# Thank You!



The Office of the National Coordinator for  
Health Information Technology

# Contact ONC

Learning Forum contact information:  
[oncsdohlearningforum@hhs.gov](mailto:oncsdohlearningforum@hhs.gov)



**Phone:** 202-690-7151



**Health IT Feedback Form:**

<https://www.healthit.gov/form/healthit-feedback-form>



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