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

Governance

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

• Welcome
• Background and Context for SDOH Information Exchange
• Overview of SDOH Information Exchange Foundational Elements
  o Governance
• Presenters:
  o HealthierHere
  o 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
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Whitney Weber
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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.

Sourced: Gravity Project

1. [https://www.cdc.gov/nchhstp/socialdeterminants/faq.html](https://www.cdc.gov/nchhstp/socialdeterminants/faq.html)
STANDARDS AND DATA
(Advance Standards Development Adoption)

INFRASTRUCTURE
(SDOH Information Exchange/Interoperable Referrals, HIE, State, & Local)

ONC SDoH Focus

COLLECTION, ACCESS, EXCHANGE, USE

IMPLEMENTATION
(Integration, Innovation, and Health IT Tools)

POLICY
(Emerging Policy Challenges & Opportunities)
Overview of SDOH Information Exchange Foundational Elements
Social Determinants of Health Information Exchange Foundational Elements

Community Readiness and Stewardship

Mission and Purpose
Value and Principles

Policy Legal
Measurement and Evaluation
Financing

Implementation Services
Technical Infrastructure and Data Standards
User Support and Learning Network

Governance
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
Welcome
Introductions

Gena Morgan
Chief Operating Officer, HealthierHere

Sara Standish
Associate Director, Community Information Exchange, HealthierHere
Working Together to Make Health More Equitable

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 - Kidering - 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 - 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 - Roekea Jones Outreach Doula Services - Ryther Child Center - Sea Mar Community Health Centers - Seadrarun - 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 - Tingit & 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

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.

- **Public Health Needs and Crises**
- **Systemic Inequities in Health and Human Services**
- **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
  - Need Identified

- **2018-2020**
  - Aligning and Planning

- **2020-2022**
  - Building and Launching

*HealthierHere*
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

Community led governance structures

Infrastructure & standards that enable interoperability

Community engagement, capacity & relationship building

Equity-centered data practices & advocacy

Consumer Engagement
Capacity building for CBOs

Privacy and RFP process that engaged community partners

Community-led evaluation planning
Tribal data sovereignty

HealthierHere
Equity | Community | Partnership | Innovation | Results
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

- Network Partner Workgroup
  - Develop recommendations on the design and implementation of the network

- Legal, Data & Technology Workgroup
  - Develop recommendations on privacy and technology

- Unite Washington Workgroup
  - Support partner participation and the growth of the Unite Us network

- Other Workgroups as needed
  - Examples:
    - Policy
    - Population-specific
    - Service type
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

Equity & Anti-Racism

Collective Action & Equitable Partnership

Authentic Community Voice & Engagement

Innovation & System Transformation

Focus on Health Equity Outcomes
Thank You
Questions & Discussion
North Coast Care Connect

Governance Structure

Martin Love, NCHIIN CEO
Jessica Osborne-Stafsnes, NCCC Project Director

Humboldt Community Health Trust

NCHIIN
# Background and Evolution: NCHIIN

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

| Community Health Improvement | - Accountable Community for Health  
| - Backbone Activities |
| Cross-Sector Exchange | - Summary Reports  
| - Care Coordination Records |
| Health Information Exchange | - Exchanging Data Across Most Medical Providers in Humboldt |
**Evolution Towards CIE Services**

- **Health Information Exchange**
  - **2010** Major Community Medical Endpoints

- **Cross-Sector Exchange Work**
  - **2015**
    - Bidirectional Exchange: Social Care and Health Care
    - Care Coordination Platform, Medical Alerts ↔ ED Reports
  - Later, Behavioral Health

- **Humboldt Community Health Trust**
  - **2017**
    - Collective Impact Initiative
    - Focused on cross-sector strategies to address SUD

- **CIE**
  - **2021**
    - Culmination of experience, understanding of need, and engagement of community and partners
**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

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*NCCC Tool: “NinePatch” by QS Systems*
NCCC Governance Structure

- NCHIIN Board of Directors
- NCCC Steering Committee
- NCCC Operating Committee
- Workgroups (Ad Hoc)
- HCHT Governance Committee
- Oversight Committee
- Long Term Committee
- Limited Term Committee
STEERING COMMITTEE: CURRENT FOCUS

Network Inclusion
System Implementation
Network Performance
System Design
Policies and Procedures
Shared Intent
Fee Schedule
Equity
STEERING COMMITTEE: STEAKHOLDER COMPOSITION

- Education: 20%
- FQHC: 13%
- Residents: 13%
- Integrated Health and Human Services: 13%
- Content Expert: 13%
- Tribal Organization: 13%
- Hospital: 13%
- Health Plan: 7%
- Children’s Services: 7%
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

North Coast Care Connect
**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...”

Jessica Osborne-Stafness, Project Director- josborne@nchiin.org
Martin Love, CEO- 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

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

Upcoming small group sessions:

• May 23\textsuperscript{rd}, 2:00 – 3:00pm EST
• May 25\textsuperscript{th}, 2:00 – 3:00pm EST
• May 26\textsuperscript{th}, 2:00 – 3:00pm EST

To express interest in small group participation, email 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
Thank You!
Contact ONC

Learning Forum contact information: oncsdohlearningforum@hhs.gov

Phone: 202-690-7151

Health IT Feedback Form: https://www.healthit.gov/form/healthit-feedback-form

Twitter: @onc_healthIT

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