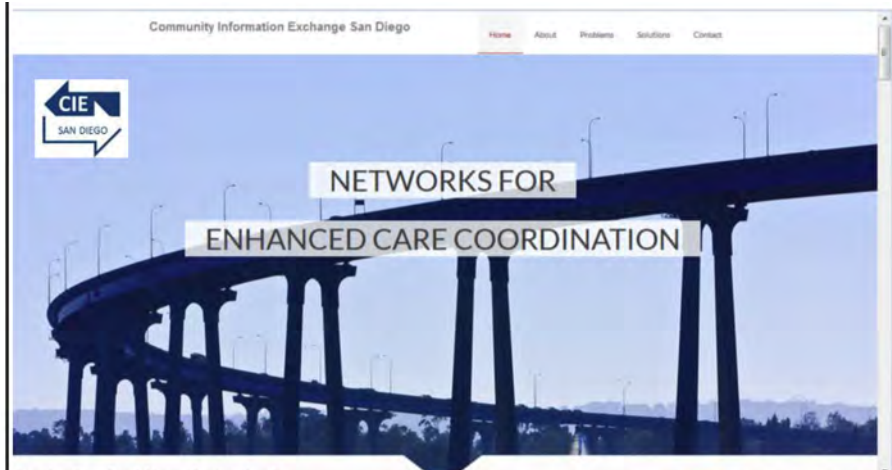**Bridging the Continuum of Care Using Information Exchange: The San Diego Journey**

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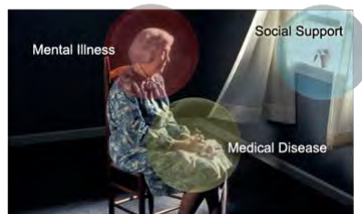
www.CIESanDiego.org

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?

Has parole restrictions

Has lived in temporary housing For the past 2 months

Worried about taking Time off work

Eats only 1 meal/day at Father Joe's

To get to follow-up appointment takes 2 hours each way by trolley + bus

Struggles with PTSD

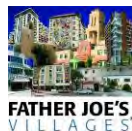## Step 1: CIE is embedded in case management system

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

FATHER JOE'S VILLAGES

REGIONAL TASK FORCE ON THE HOMELESS
SAN DIEGO COUNTY
Our Community · Our Homeless · Our Issues

SAN DIEGO FIRE RESCUE EST. 1889

Step 2: Review Dashboard – Shared Access

Community Information Exchange San Diego
Network Participants as of 5/19/15

Building the Exchange Infrastructure for San Diego
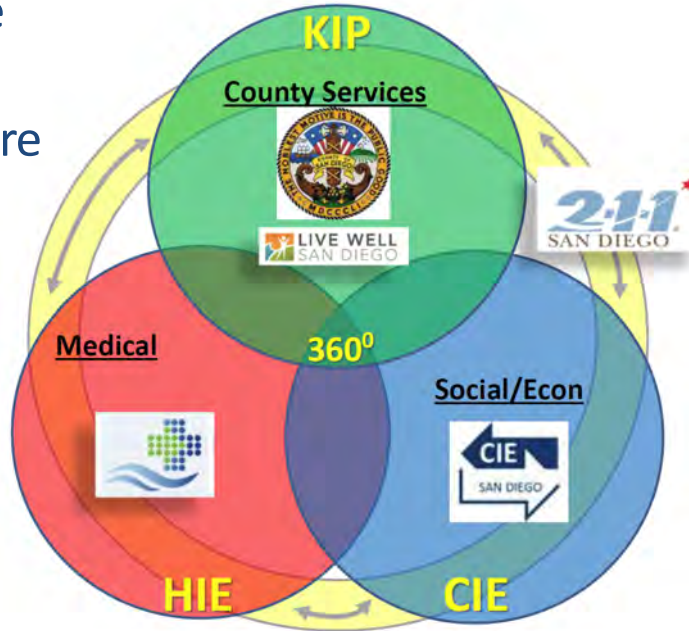
Future: One Person | More Complete View
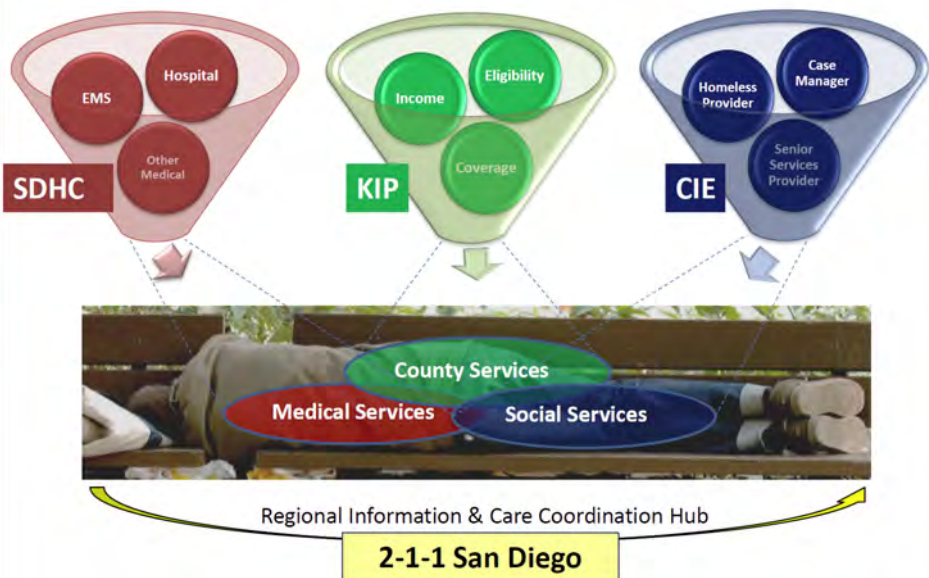
Eventually: Even More Complete View

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.