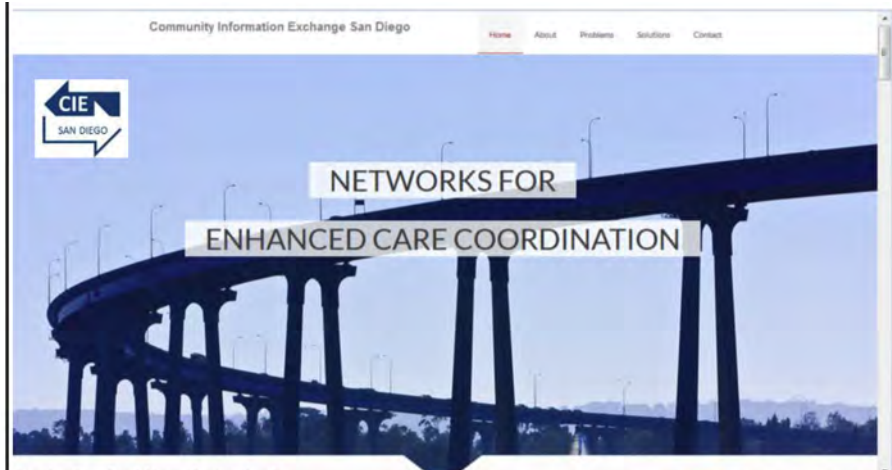


Bridging the Continuum of Care Using Information Exchange: The San Diego Journey



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

www.CIESanDiego.org



Seamless care coordination to...

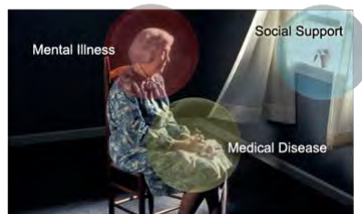
Connect data silos



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?



Step 1: CIE is embedded in case management system

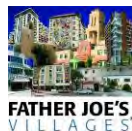


User experience:

- 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

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 Search (Manager)

Client Basics Housing Provider Supports Program History Ambulance Transports

Health Information ADL Assessments Nutritional Assessments Emergency Contacts

[Send Notification](#)

[Flag data quality issue](#)

[Client Chat-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 |

Community Information Exchange San Diego

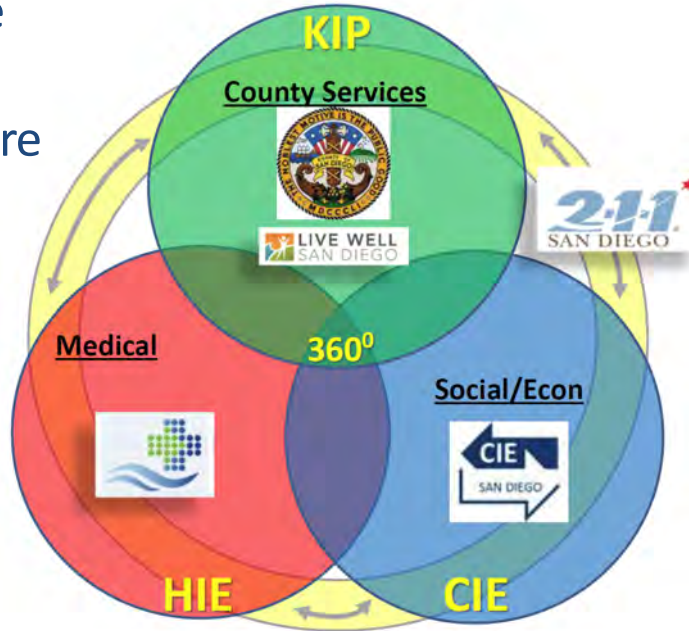
Network Participants as of 5/19/15



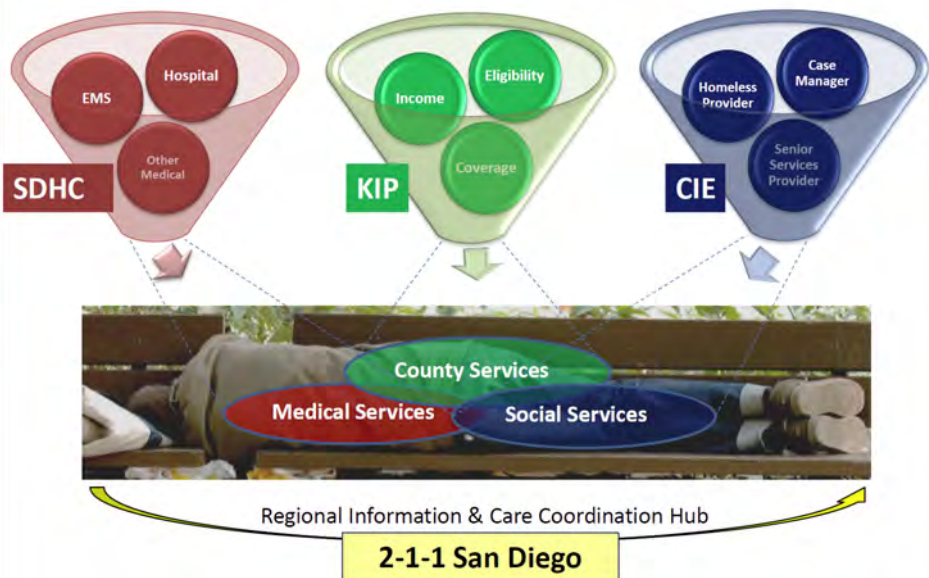
UC San Diego
Health System
Hillcrest Medical Center



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.