COMMUNITY SPOTLIGHT

CHP PARTICIPANT COMMUNITY NORTHCOST HEALTH IMPROVEMENT AND INFORMATION NETWORK
Eureka, California

“...In the management of the vulnerable, underserved, and often stigmatized populations cared for by the DHHS-SS, having a comprehensive picture of their client’s healthcare encounters via data provided by the HIE, can help ensure that this population receives coordinated, whole-person care.”

COMMUNITY OVERVIEW
The North Coast Health Improvement and Information Network (NCHIIN), a not-for-profit health information exchange has partnered with the Humboldt County Department of Health and Human Services Social Service (DHHS-SS); through the Community Health Peer Learning (CHP) Program, they will work to reduce emergency department (ED) utilization by the indigent, high-need, super-utilizer population by 15 percent over the course of their participation in the CHP program. They will build an interface between the DHHS-SS Homeless Management Information System and North Coast’s health information exchange to share data from electronic health records, and public and private records. Social services case managers will receive alerts about clients’ health center/hospital visits for follow-up care coordination. Hospital staff will receive social service program information and contact information for social services case managers.

PROJECT APPROACH
To improve health outcomes and reduce ED utilization, NCHIIN will lay the groundwork necessary to:
• Develop an interface between Homeless Management Information System (HMIS);
• Transmit Admission, Discharge, and Transfer event data;
• Create real-time alerts to case managers and hospital emergency departments;
• Engage in rapid follow-up with clients after clinical encounters; and
• Measure patient reported health status over the course of the intervention.

ANTICIPATED IMPACT
The North Coast Improvement and Information Network (NCHIIN) proposes to develop IT infrastructure and new workflow systems to support clinical data sharing across healthcare and social service sectors in Humboldt County, CA to decrease ED utilization and expand the data exchange to other programs and social service organizations.

PROJECT SNAPSHOT

<table>
<thead>
<tr>
<th>Site Type</th>
<th>Health Information Exchange</th>
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</thead>
<tbody>
<tr>
<td>Health Category</td>
<td>Housing Insecure/Homeless</td>
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<tr>
<td>Health Objective</td>
<td>Reduce ED utilization by the high-needs, super-utilizer population in housing services by 15 percent over the course of the project</td>
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<tr>
<td>Anticipated Products</td>
<td>Integrated IT infrastructure and workflow systems</td>
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<tr>
<td>Geographic Scale</td>
<td>County</td>
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| Sectors                 | Lead: Health Care
                                               Partners: Social Services
                                               Data contribution: Health Care, Social Services, Housing
                                               Other stakeholders: Public Health |
| Data Types              | HIE, EHR, public records, private records |
| Data Integration        | Alert social services case managers about clients’ health center/hospital visits to allow for follow-up care coordination |
### PROJECT TIMELINE

<table>
<thead>
<tr>
<th>MONTHS 1-6</th>
<th>MONTHS 7-12</th>
<th>MONTHS 13-17</th>
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<tbody>
<tr>
<td>• Examination of IT systems at DHHS-SS to assess data availability and determine methods for data transfer</td>
<td>• Interface development and testing</td>
<td>• Begin data exchange</td>
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<tr>
<td>• Understand vendor requirements, and develop systems for automatic alerts</td>
<td>• Implementation of new workflow systems</td>
<td>• Review and monitor events for content, accuracy, timeliness, and utility</td>
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<tr>
<td>• Review legal and consent issues pertaining to electronic data exchange,</td>
<td>• Staff training and orientations to data exchange process and workflow systems</td>
<td>• Share lessons learned and challenges</td>
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<tr>
<td>• Refine ED utilization baseline data</td>
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<td>• Assess impact of data exchange</td>
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<tr>
<td>• Begin PROMIS surveying for the target population</td>
<td></td>
<td>• Review PROMIS data</td>
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<td>• Explore expansion opportunities</td>
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### LEAD AGENCY

**North Coast Health Improvement and Information Network (NCHIIN)**

[https://northcoasthin.org/](https://northcoasthin.org/)  

is a non-profit successor organization to a community quality collaborative. It is hosted by the Humboldt Independent Practice Association with the purpose of providing health information exchange and care improvement in Humboldt and Del Norte counties.

### PARTNERS/COLLABORATORS

**Humboldt County Department of Health and Human Services—Social Services (DHHS-SS):** Social Services programs focus on the safety of vulnerable children, youth and adults, and assist families and individuals in their journey toward self-sufficiency in Humboldt County, CA. DHHS-SS currently supports chronically homeless individuals find housing and wrap-around care coordination services through the Multiple Assistance Center (MAC) and Permanent Supportive Housing (PSH) programs.

**Federally Qualified Health Centers and Emergency Departments:** Local federally qualified health centers (FQHC's) and Emergency Departments (ED's) will serve as collaborators and data exchange points for NCHIN’s CHP project.

### MEET THE PROJECT TEAM!

#### Martin Love, M.B.A.

CEO, NCHIIN and Humboldt Independent Practice Association  
CHP Role: Principal Investigator  
Contact: mlove@humboldtipa.com  
Ask him about:  
- Establishing an HIE  
- Developing innovative projects

#### Rosemary DenOuden

COO, NCHIIN and Humboldt Independent Practice Association  
CHP Role: Co-Principal Investigator  
Contact: rdenouden@humboldtipa.com  
Ask her about:  
- Engaging community partners  
- Supporting project workflow

#### Jessica Osborne-Stafsnes, M.S.H.S.,

Health Policy Analyst at the California Center for Rural Policy  
CHP Role: Project Manager  
Contact: jo14@humboldt.edu  
Ask her about:  
- Project management  
- Supporting multi-sector collaboration

#### Paul Sheppard

IT Director, Humboldt County DHHS  
CHP Role: Partner Lead  
Contact: psheppard@co.humboldt.ca.us  
Ask him about:  
- County IT infrastructure

#### Chris Jioras

Program Manager, NCHIN  
CHP Role: IT Manager  
Contact: cjioras@humboldtipa.com  
Ask her about:  
- HIE technical issues  
- Developing products to meet community needs