



# Community Health Record (CHR)

## OVERVIEW

In 2019, Alameda County’s Whole Person Care Pilot launched the Community Health Record (CHR) application powered by the Social Health Information Exchange (SHIE).

The application was developed with significant input from providers and consumer focus groups, in partnership with UpHealth.

This electronic record summarizes data so care team members can see a comprehensive, “whole person” view of a consumer’s utilization (clinical, housing, social and community services), enabling more efficient care and a streamlined consumer experience.

More information about the SHIE can be obtained from the Alameda County Care Connect Social Health Information Exchange (SHIE) handout.



## CONSUMER RECORDS & ACCESS

At the launch of the CHR, consumer records included those individuals who met Care Connect eligibility criteria. (Record count: n ≈ 60,000)

In April 2020, due to the COVID-19 pandemic and subsequent emergency health order, the Data Governance Committee expanded the CHR population to include all Medi-Cal active consumers and all uninsured consumers in Alameda County. (Record count: n ≈ 600,000)

*Users do not receive automatic access to all records in the CHR. A structured data privacy framework, reviewed in a required training, determines which records and data types each user and organization can access.*

## USER ONBOARDING

Once a Data Sharing Agreement is signed by the organization’s leadership, all programs are required to go through a standard onboarding process for CHR access which includes: 1) readiness assessment; 2) self-paced online user training; and 3) post-training support.

## KEY DATA & FEATURES

- Consumer Demographics
- Care Team Members
- Consumer Consent
- Shared Care Plan
- Encounter Information
- Self-Service Reports and Data Visualizations
- Housing Information
- Lists & Panels
- Hospital Alerts (Emergency and In-Patient)
- Secure Messaging

## PARTICIPATING PROGRAMS & TARGET USERS

Target CHR end users are those care team members who play a key role in consumers' care coordination, support care transitions, and/or who address social determinants of health through direct services.

Programs include CalAIM Enhanced Care Management (ECM), Street Health Teams, Full-Service Partnership and Service Teams, Housing Resource Centers, Crisis Response Providers, *and more*.

End users include Care Managers, Community Health Workers, Housing Navigators, Social Workers, Nurse Case Managers, Crisis Response Staff, *and more*.

## COMMUNITY PARTNERSHIP



42+

ORGANIZATIONS



600+

ACTIVE USERS



190+

PROGRAMS



1600+

TRAINED USERS

*Users represent County, clinics, hospitals, health plans, mental health, housing, and substance use treatment organizations.*

## BENEFITS OF USING THE CHR

- Identify and connect with care team members and social support contacts to improve health outcomes.
- Reduce time spent by care team members collecting care history or trying to find consumers who are lost to care.
- Support consumers during transitions of care, including hospital discharge, to prevent readmissions or crisis-level encounters.
- Coordinate enrollment for critical social and clinical services, including housing support, intensive case management, and primary care.

## PARTICIPATING ORGANIZATIONS

- Abode Services
- Alameda Alliance for Health
- Alameda Family Services
- Alameda Health System (AHS)
- Alameda County Health Care Services (Behavioral Health, Public Health, Office of Homeless Care and Coordination)
- Anthem Blue Cross
- Bay Area Community Services (BACS)
- Berkeley Food and Housing Project
- Bonita House
- Building Opportunities for Self-Sufficiency (BOSS)
- California Cardiovascular Consultants
- Cardea Health
- City of Fremont
- Community Health Center Network and Alameda Health Consortium (Asian Health Services, Axis Community Health, Bay Area Community Health, La Clinica, LifeLong Medical Care, Native American Health Center, Tiburcio Vasquez Health Center, West Oakland Health)
- Davis Street Primary Care
- East Bay Innovations
- Family Bridges
- Felton Institute
- Five Keys
- Fred Finch
- Horizon Services, Inc.
- La Familia Counseling Service
- LIFE ElderCare
- LifeSTEPS
- Magnolia Women's Recovery Programs
- Options Recovery
- Pathways to Wellness
- Roots Community Services
- STARS Community Services
- Side by Side Youth
- Sutter Health
- Telecare Corporation
- Titanium Healthcare

*We continue to expand and add new partners*

