



Social Health Information Exchange (SHIE)

OVERVIEW

Alameda County and its technology partner, UpHealth, created the Social Health Information Exchange (SHIE) to securely collect and integrate individuals' medical, mental health, substance abuse disorder (SUD), housing, social care, legal, incarceration, and crisis response data between medical and non-medical providers.

To support more efficient and streamlined care, data from the SHIE feeds into the Community Health Record (CHR) portal according to all relevant privacy rules, where care team members across sectors can use the data to perform more coordinated care. More information about the CHR can be obtained from the Alameda County Care Connect Community Health Record (CHR) handout.

PRIVACY & SECURITY

The SHIE enables secure integration of data from source systems while protecting the privacy and security of consumer data. Alameda County Health Care Services Agency's team has built a privacy framework incorporating state and federal privacy regulations for medical data.

Consumer Privacy: In addition to complying with state and federal privacy regulations, only authorized users of the CHR can access, view, and input data for the individuals they serve.



Data Governance: A 15-member Data Governance Committee, comprised of participants from organizations contributing and/or using data and community representatives, meets bi-monthly to guide management and policies relating to data in the SHIE.



Consumer Consent: With the Information Sharing Agreement (ISA), consumers authorize sharing of the most critical information between all care team members, regardless of sector, for more effective care coordination and care experience.



Data Sharing Agreement (DSA): Alameda County Health Care Services Agency maintains a growing number of Data Sharing Agreements with participant organizations.



DATA INTEGRATION

SHIE Data Sharing Agreements exist with the following partners:

- Alameda Alliance for Health
- Alameda County Behavioral Health Services
- Alameda County Department of Public Health
- Alameda County Health Care Services (Healthcare for the Homeless and HealthPac)
- Alameda County Social Services Administration
- Alameda Health System
- Anthem Blue Cross
- Bonita House
- Collective Medical Technologies (CMT)
- Emergency Medical Services (EMS)
- Fred Finch
- Homeless Management Information System (HMIS)
- Jail Health Data from Wellpath
- MEDS (Medi-Cal Eligibility Data System)
- Santa Rita Jail Census and Release
- St. Rose Hospital

TYPES OF DATA COLLECTED

- Clinical encounters
- Health Plan
- Diagnoses
- Benefits
- Unique Identifiers
- Care Management Program Enrollment
- Housing Information
- Lab
- Fact of death
- Jail Census and Release data
- COVID-19 lab test results
- COVID-19 vaccination
- Behavioral Health information



SHIE BENEFITS & OPPORTUNITIES

- The SHIE lays a solid foundation for Alameda County’s safety net system to continue its focus on system integration efforts that improve health outcomes, enhance service delivery, and address health inequities.
- For the first time in Alameda County, the SHIE creates an opportunity for comprehensive population analysis (e.g., seeing homelessness information alongside healthcare utilization)
- Patient matching from different sectors of data allows us to analyze services and care needs to better respond to health disparities
- System-level analysis of services and outcomes allows us to identify successful interventions and support organizations with capacity development

CASE EXAMPLES

Population management, program planning and operations support for care coordination and system integration

Project Roomkey: COVID-19 Isolation Housing for Unsheltered Consumers

Alameda County Health Care Services Agency (HCSA) collaborated with numerous county departments and community-based organizations to mobilize isolation housing for consumers experiencing homelessness, who tested positive or were especially at risk throughout the pandemic.

Cross-sector, population-level data in the SHIE enhanced the success of this critical response effort. HCSA developed reports and dashboard tools to guide and support isolation hotel operations. Examples included:

- FEMA Shelter Report: Identified universe of population registered at the COVID-19 shelter facilities and included a curated set of critical care coordination information for each consumer
- COVID-19 Shelter Encounter Report that included aggregate utilization information by the consumers including emergency department and inpatient encounters
- Roomkey Exits Dashboard supporting hotel exits and transitions to care or housing alternatives

COVID-19 Targeted Outreach: Mam-Speaking Community

The County hospital observed an unusual spike in COVID-19 positive cases amongst the Mam-speaking (indigenous Mayan) community. The SHIE was used to create a holistic picture of that population’s demographics (race, ethnicity, language, residence (zip code and neighborhoods) and utilization (types of services accessed, assigned medical homes, assigned health plans, etc.) to support targeted outreach efforts. This work also highlighted some of the gaps we have with race, ethnicity and language data collected across the County as well as the opportunity to begin standardizing the collection and quality of that data in partnership between providers and the County.

