

# Social Health Information Exchange



Social Health  
Information Exchange

## OVERVIEW

Alameda County created the Social Health Information Exchange (SHIE) to securely collect and integrate medical, mental health, substance use, housing, social care, legal, incarceration, and crisis response information to understand a consumer's and a population's care needs from a "Whole Person" perspective.

The SHIE currently supports multiple data exchange efforts including exchange of authorizations and billing information with Managed Care Plans and generation of custom cross-sector analytic reports and dashboards. Data from the SHIE also feeds three distinct applications for care providers including a finance reconciliation application, a mental health appointment scheduling application for Santa Rita Jail, and the Community Health Record.

## 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, behavioral health data, social services data, and HUD mandates. Elements of the privacy framework include:



**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:** A18-member Data Governance Committee, comprised of SHIE participants who contribute and/or receive data, that meets quarterly to guide management and policies relating to the SHIE.



**Consumer Consent:** Consumers authorize sharing of sensitive information between all care team members, regardless of sector, for more effective care coordination and care experience through the Information Sharing Agreement (ISA).



**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
- 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
- Emergency Medical Services
- Fred Finch
- Homeless Management Information System
- Jail Health Data from Wellpath
- Medi-Cal Eligibility Data System
- NetSmart (system for Telecare)
- Santa Rita Jail Census and Release
- St. Rose Hospital
- Sutter Summit Campus and Eder Hospital
- Washington Hospital Healthcare System
- Welligent (system for Bonita House Fred Finch)

## DATA COLLECTED

- Clinical encounters
- Health Plan
- Diagnoses
- Benefits
- Unique Identifiers
- Program Enrollments
- Housing Information
- Lab
- Fact of death
- Jail Census and Release data
- COVID-19 lab test results
- Vaccinations
- 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 (ACH) 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. ACH 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 highlighted gaps in race, ethnicity, and language data collection and provided an opportunity for standardizing the collection and quality of this data in partnership with providers and the County.

