

## COMMUNITY SPOTLIGHT

# CHP PARTICIPANT COMMUNITY NORTH COAST 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.”

## PROJECT SNAPSHOT

<b>Site Type</b>	Health Information Exchange (HIE)
<b>Project Focus</b>	Well-being Health
<b>Health Objective</b>	Reduce ED utilization by the high-needs, super-utilizer population in housing services by 15% over the course of the project
<b>Anticipated Products</b>	Integrated IT infrastructure and workflow systems
<b>Sectors</b>	<b>Lead:</b> Information Management Infrastructure <b>Partners:</b> Social / Human Services <b>Data Contribution:</b> Clinical Health Care, Housing / Homelessness, Social / Human Services <b>Other stakeholders:</b> Other Community-based
<b>Data Types</b>	Administrative: Homeless Management Information System; Service (EHRs, case management)
<b>Target Population</b>	Homeless
<b>Impact Level</b>	Individual / Family

## 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 TIMELINE

MONTHS 1-6	MONTHS 7-12	MONTHS 13-17
<ul style="list-style-type: none"> <li>Examination of IT systems at DHHS-SS to assess data availability and determine methods for data transfer</li> <li>Understand vendor requirements, and develop systems for automatic alerts</li> <li>Review legal and consent issues pertaining to electronic data exchange,</li> <li>Refine ED utilization baseline data</li> <li>Begin PROMIS surveying for the target population</li> </ul>	<ul style="list-style-type: none"> <li>Interface development and testing</li> <li>Implementation of new workflow systems</li> <li>Staff training and orientations to data exchange process and workflow systems</li> </ul>	<ul style="list-style-type: none"> <li>Begin data exchange</li> <li>Review and monitor events for content, accuracy, timeliness, and utility</li> <li>Share lessons learned and challenges</li> <li>Assess impact of data exchange</li> <li>Review PROMIS data</li> <li>Explore expansion opportunities</li> </ul>

## LEAD AGENCY

- North Coast Health Improvement and Information Network (NCHIIN)** (<https://northcoastthin.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](mailto: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](mailto: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](mailto: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](mailto:psheppard@co.humboldt.ca.us)

- Ask him about:**
- County IT infrastructure



**Chris Jioras**  
Program Manager, NCHIN  
CHP Role: IT Manager  
Contact: [cjioras@humboldtipa.com](mailto:cjioras@humboldtipa.com)

- Ask her about:**
- HIE technical issues
  - Developing products to meet community needs