Community Information Exchange (CIE) Advisory Board Meeting

January 19, 2021

CIE Advisory Board Meeting
AGENDA
January 19, 2021 • 8:30 AM – 9:30 AM

Community Information Exchange

Time	Agenda Item	Presenter
8:30 – 8:35am	Welcome and Introductions & Agenda Overview	Mathew Packard Chair 2-1-1 Advisory Board
8:35 – 8:50am	CIE Utilization Update & Initiatives • Trends • Consents (Joint and Standard) • Affinity Groups Update	Karis Grounds VP of Health and Community Impact Alana Kalinowski Director of Partner Integration
8:50 – 9:10 am	CIE Dashboard Updates	Karis Grounds VP of Health and Community Impact Nicole Blumenfeld Director of Informatics
9:10-9:25 am	Workgroups Update • Membership • Outcomes • Sustainability	Mathew Packard Chair 2-1-1 Advisory Board Karis Grounds VP of Health and Community Impact Camey Christenson Chief Business Development Officer
9:25-9:30 am	Other Updates & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board

WELCOME & INTRODUCTIONS

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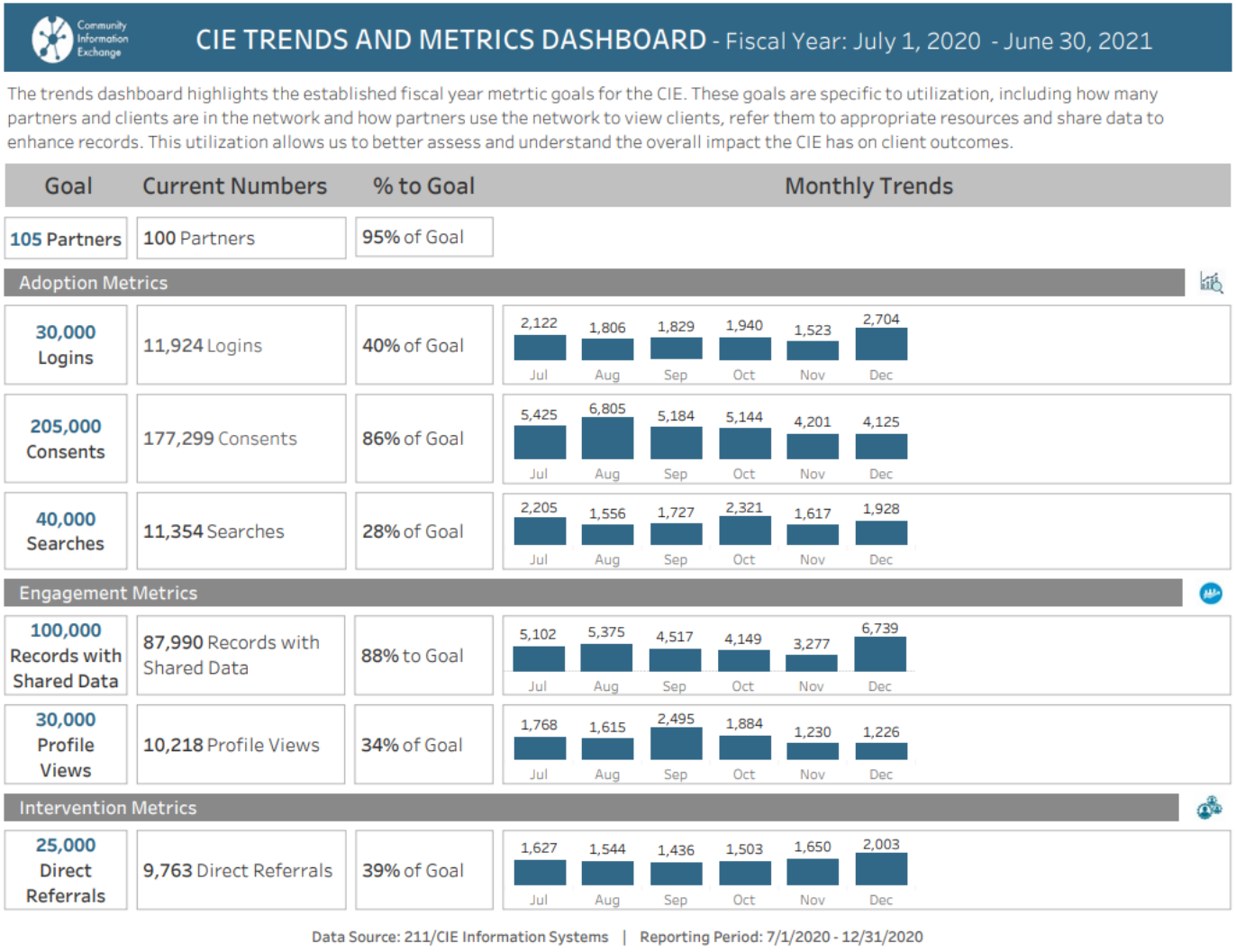
CIE UTILIZATION UPDATE



Trends:

- Highest login (2,700+)
- Shared records increase to almost 7,000
- Direct referral exceeded 2,000

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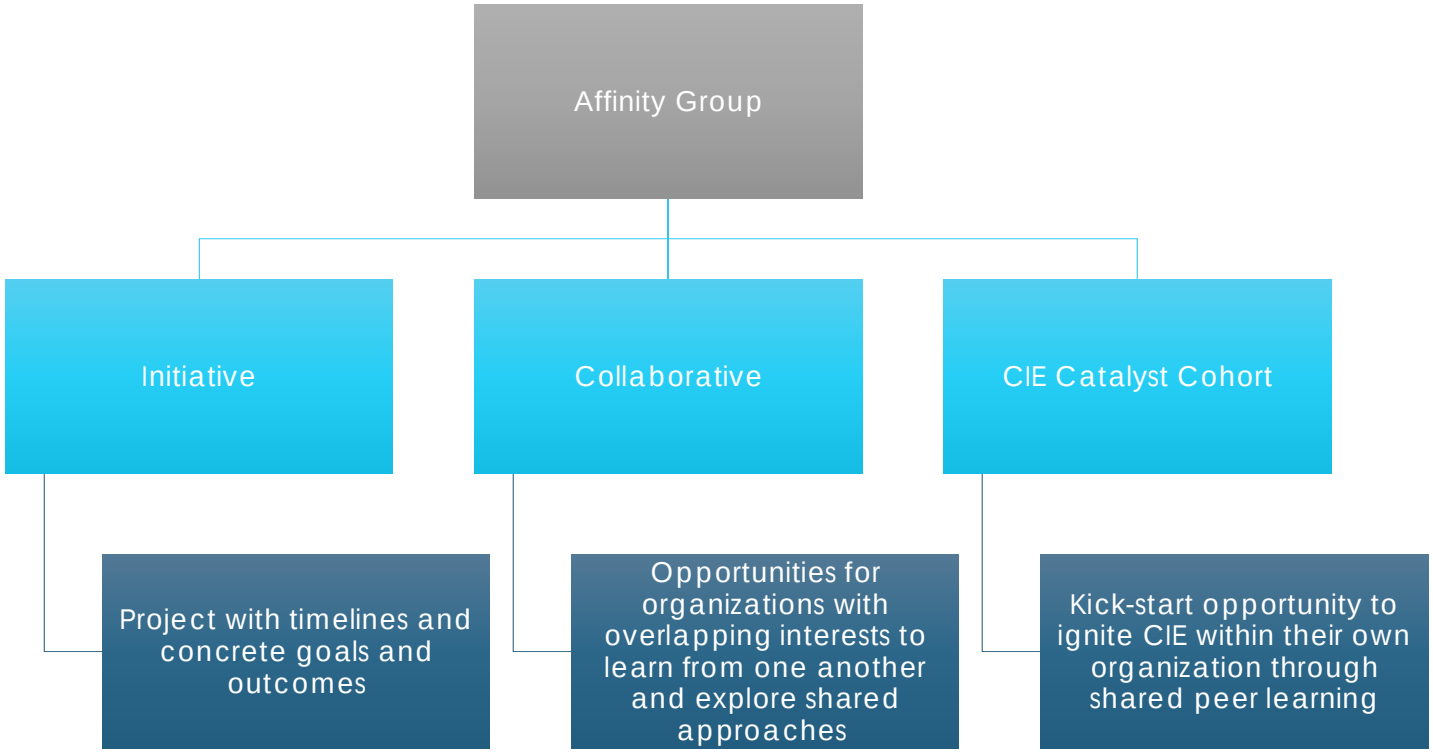
Joint or Standardized Consents

Joint	Standardized
San Ysidro Health	Interfaith
San Diego Food Bank	La Maestra
HMIS	South Bay Community Services
ConnectWell (County HHSA)	
San Diego Workforce Partnership	
Family Health Center (exploring)	
Be There San Diego-Neighborhood Networks, ie. NCL, SAY, CVC (exploring)	

Affinity Groups



Affinity Group #1: Initiative

Goal: Identify and explore opportunities for cross sector collaboration through the use of the CIE through a project with existing goals and outcomes

Format: Structured and often based on timelines of the project or project
Frequency/Instances: Ongoing, at least monthly

Meeting 1: Where are we trying to goal: Initiative vision and goals
Meeting 2: Exploration of CIE System and Internal Capacity Assessment
Meeting 3: Cross Pollination: Design and Implementation
Meeting 4: Action Plan Rollout
Meeting 5 and On: Action Plan Tune-Up**:** Peer Learning, Lessons Learned, Best Practices

Affinity Group #2: Collaborative

Goal: Find opportunities for organizations with overlapping interests to learn from one another and explore shared approaches.

Format: Initial Set-up and Continue Peer Learning
Frequency/Instances: 3 meetings, after the third meeting, if interested in continuing a member of the Network can facilitate with support from CIE Network team.

Meeting 1: Kick-Off (Introductions/ who's at the table)
Meeting 2: Explore Opportunities with CIE
Meeting 3: Implementation
Meeting 4: Continued Learning, Peer-Learning, Shared Best Practices, Check-Ins

Example: City Collaborative

Areas of Exploration:

1. What departments does your city have?
   Eg. EMS, Police Department & Housing

2. What relationships with community providers would you want to leverage or establish?
   E.g. Chula Vista Police Department works with McAlister and La Mesa works with PATH for justice involved individuals.

3. How would you want to leverage CIE?
   E.g. Alerts, Direct Referrals, Eligibilities?

Action:
What other collaborative efforts might be interesting or important?

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Affinity Group #3: CIE Catalyst Cohort

Goal: Use CIE to meet organizational objectives and design an implementation plan in a peer-learning environment.

Format: Structured Curriculum, Cross-Sector Learning
Frequency/Instances: Bi-weekly/ 5 sessions (1 to 2 hours each) for 3 months, with 2 quarterly check-ins

Content:
Participants will join 5 structured sessions that include presentations, discussion and outside assignments. At the end of the 5th session, each participant will have designed and implemented a pilot specific to their own organization.

When: Bi-Weekly meetings

RS3

Slide 10

KG3 Like this, what about the Community Catalyst name or something cool, Cross-Sector Learning is more of the format, right?
Karis Grounds, 1/4/2021

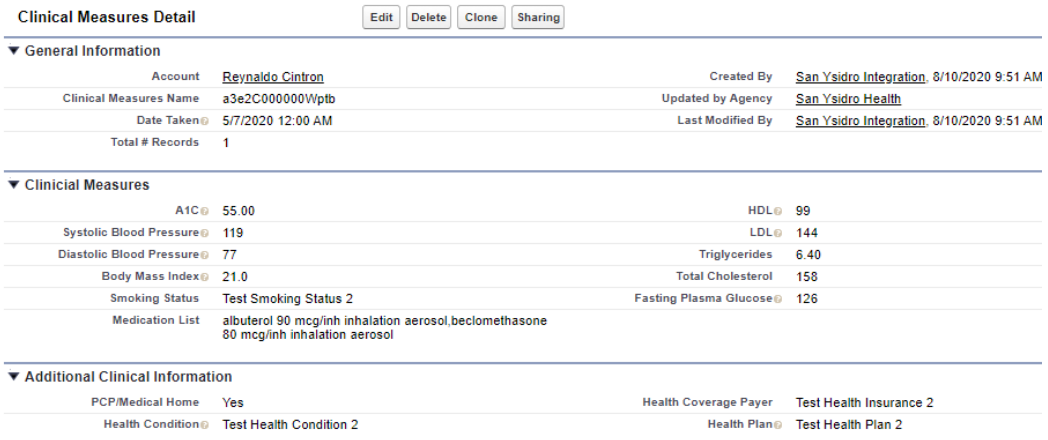
RS3 [@Karis Grounds] yeah- I think this is good for Cross-Sector/ Informed Care
Roxanne Suarez, 1/7/2021

CIE Dashboard Updates

Individual Dashboard

1. **Adding clinical information within the CIE**
2. **Expanding alert functionality to include additional**
   - Homeless + Chronic Condition
   - Missed Appointments
   - Food Insecurity + Diabetes, Pre-diabetes, hypertension
   - Housing Insecure + Medications
   - New eligibility
3. **Enhancing search for referrals**
   - Accounting for demographic, eligibility and health condition to sort referrals

Example of clinical data in CIE



Clinical Measures Detail Edit | Delete | Clone | Sharing

General Information

Account	Reynaldo Cintron	Created By	San Ysidro Integration, 8/10/2020 9:51 AM
Clinical Measures Name	a3e2C000000Wptb	Updated by Agency	San Ysidro Health
Date Taken	5/7/2020 12:00 AM	Last Modified By	San Ysidro Integration, 8/10/2020 9:51 AM
Total # Records	1		

Clinicial Measures

A1C	55.00	HDL	99
Systolic Blood Pressure	119	LDL	144
Diastolic Blood Pressure	77	Triglycerides	6.40
Body Mass Index	21.0	Total Cholesterol	158
Smoking Status	Test Smoking Status 2	Fasting Plasma Glucose	126
Medication List	albuterol 90 mcg/inh inhalation aerosol,beclomethasone 80 mcg/inh inhalation aerosol		

Additional Clinical Information

PCP/Medical Home	Yes	Health Coverage Payer	Test Health Insurance 2
Health Condition	Test Health Condition 2	Health Plan	Test Health Plan 2

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Panel Management Dashboard

Panel management is the concept of seeing a group of individuals in a list or table view that allows the user to make decisions or take actions based on the information in this view.

Key Functions

1. Determining eligibility
2. Prioritization
3. Stratification
4. Outreach
5. Targeted Interventions

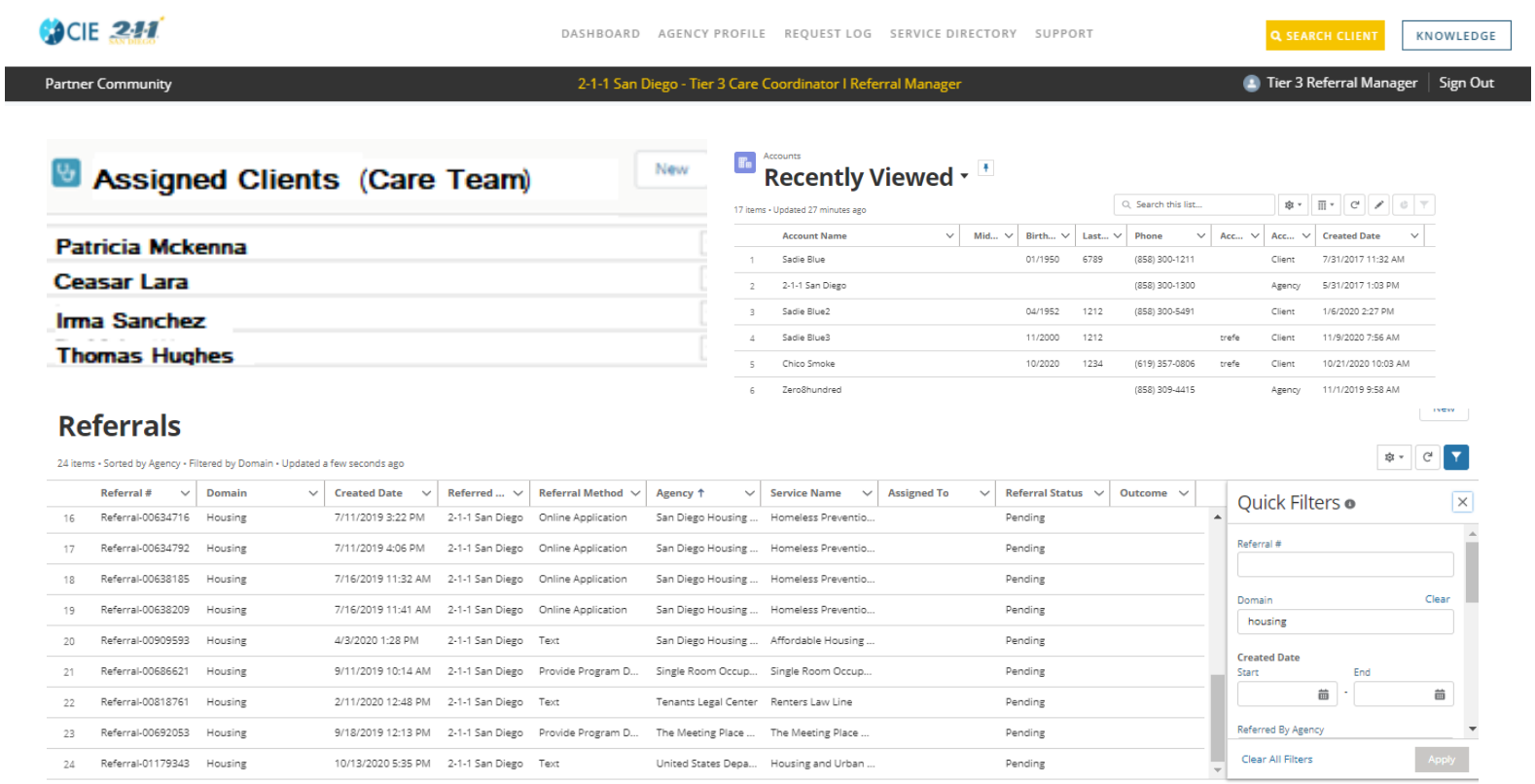
Examples of Actions

- Sorting
- Filtering
- Export list
- Bulk update referral outcomes

Common Types of Information & Combinations of Information

- Health condition
- Health insurance
- Employment status
- Housing status
- SDoH risk
- Age
- Behavioral health concerns
- Transportation

Mockup of Panel Dashboard Redesign



Aggregate Dashboard

Aggregate dashboard is opportunity to view and analyze larger datasets within the CIE to search by demographic, geographic and other distinguishing features.

February: Look out for invites to design sessions.

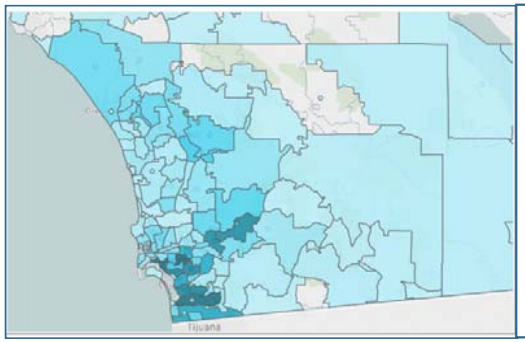
Those interested, please let me know you are interested.

Coming Spring 2021

Draft Dashboard Mock-Up Options

CIE Community Dashboard

Distributions



Summary Stats

#

#

%

Comparisons

Summary Stats

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Selections

Population

Comparison

Time

Demographics

Health/Clinical

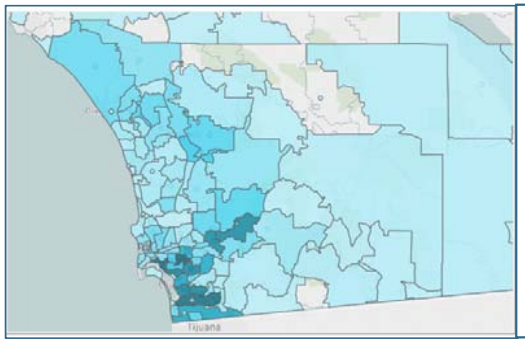
SDoH

Geography

Draft Dashboard Mock-Up Options

CIE Community Dashboard

Distributions



Summary Stats

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Comparisons

Summary Stats

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Selections

Population

Comparison

Time

Mapping Metric 1

Comparisons Metric 2

Comparisons Metric 3

CIE Data Menu

Filters

Demographics

- Age
- Race
- Gender
- Military status
- Children in HH
- Geography

Metrics and/or Filters

Health – Clinical

- A1C
- Systolic blood pressure
- Diastolic blood pressure
- BMI
- HDL
- LDL
- Triglycerides
- Total Cholesterol
- Fasting Plasma Glucose
- Smoking status

Health – Conditions

- Diabetes/Pre-diabetes
- Cardiovascular disease
- Hypertension
- Cancer
- Other conditions?

Health – Utilization

- EMS transports
- PCP
- Missed Appointments
- Managing Care
- Barriers
- Other Health Acuity measures?

SDoH

- Homeless
- Housing insecure
- Food insecure
- Utility insecure
- Transportation barriers
- Unemployment
- Education (by level)
- Income/FPL
- Health insured
- Criminal justice involvement
- Arrested

Comparison Data Sources

- Census, ACS
- San Diego County HHS
- SANDAG
- San Diego County Sheriff's Department
- CDC

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Population Options

Population	Comparison
• All CIE clients • Clients my organization consented • Clients direct referred to my organization • Clients enrolled in a program at my organization • Clients on my care team	• All CIE clients • CIE clients in San Diego County, city or zip code • External datasets by San Diego County, city, and or zip code • *Likely to start with just county comparisons*

Working Groups

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Workgroups

- Membership Workgroup Meeting
  - Second Monday of the Month
- Sustainability Workgroup Meeting
  - Second Tuesday of the Month
- Outcomes Workgroup Meeting
  - 1st Tuesday of the Month

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Workgroup Updates

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Membership Workgroup

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Membership

MEMBERSHIP WORK GROUP

AGENDA

Monday December 14, 2020

I. Review of Work Group tasks and timeline

II. Report on stakeholder outreach conversations

- Nancy Maldonado – Chicano Federation
- Arnulfo Manriquez – Arnulfo Manriquez

III. Suggestion to add additional member to work group

IV. Further discussion to finalize sector seats

V. Additional Business/Discussion

- Education
- Healthcare
- Criminal Justice
- Social Services
- Faith-based
- Chamber-Business
- Law Enforcement
- Community Member
- Government
- Youth/Children
- Veterans
- Seniors

- **Rescheduling**
  - **Monday January 29**

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Outcomes Workgroup

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How to measure: Changing Interventions

- **Example Intervention Questions:**
  - Do you help a person differently because of information in CIE?
  - The information in CIE changes the way you help a patient
  - Did you prescribe or provide a different recommendation based on information in CIE?
  - Did I ask the patient different questions or take a different approach to care?
  - Do you understand a persons needs or preferences, client goals/self-determination?
  - Prioritization of resources
  - Informed care?
  - Was I able to ensure meeting my patients care plan or client goals by using the CIE.

  - Marco-has anything changed because of the use of CIE, within your own organization? Training or orientation?

Outcomes Plan

2021 Outcomes Group	Clinical Markers	Equity Measures	Target Area	Matrix Review Group	Scheduled Time
Housing	Health conditions: Behavioral health ED transport	Zip code Race	homeless & homeless prevention	Kris, Mathew, Alana, Hanan	January 20th at 10:00 AM
Food Insecurity	Health conditions: Diabetes, Heart Disease, Stroke ED transport	Zip code Race	CACHI, CalFresh/Food Bank	Shelly, Rox, Jillian, Christy	January 27th at 1:00 PM
Family Health and Wellness		Zip code Race	Partners in Prevention/ ACEs AWARE	Aimee, Steve, Alana	January 25th at 8:30 AM

Setting up for next year:

- Health (older adults, homeless, drug use, behavioral health)
  - Health Homes
  - CalAim
- Navigation Model
    - CWS Navigators
    - Neighborhood Navigators

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Sustainability Workgroup

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CIE Sustainability Workgroup Planning Meetings

Workgroup Session 1: Intro & Level Set

- Review and approve Work Group Goals / Objectives / Agenda
- Brief CIE History
- FY21 Goals Overview

Workgroup Session 2: Best Practices

- CIE's Shared Governance Model
- Overview of Historical Documents / Past Strategies
- Deep Dive into FY21 Strategies, Membership Model, & Revenue Expectations
- Identify Other Financial Models for backbone/technology/network sustainability

Workgroup Session 3: Brainstorming Strategies

- Review existing metrics, ROI, and value propositions
- Compare value propositions to current audience and marketplace
- Identify Opportunities to Diversify Funding Streams / Monetize

Workgroup Session 4: Compare Updates from Outcomes Committee with Sustainability Plans

- Review work of Outcomes Workgroup and any potential changes to metrics, ROI, and value propositions

Workgroup Session 5: Recommendations

- Establish Recommendations for Future Sustainability Models
- Identify Roles and Responsibilities

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OTHER UPDATES & NEXT MEETING

February 16th, 2021 8:30-9:30 AM

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