



Community Information Exchange (CIE) Advisory Board Meeting

October 19, 2021

CIE Advisory Board Meeting

AGENDA

October 19, 2021 • 8:30 AM – 9:30 AM



Time	Agenda Item	Presenter
8:30 – 8:40 AM	Welcome & Agenda Overview	Mathew Packard Chair 2-1-1 Advisory Board
8:40– 9:00 am	CIE Trends & Utilization Updates <ul style="list-style-type: none">• Feedback Strategic Goals 2021/2022• CIE Updates	Karis Grounds VP of Health and Community Impact Nicole Blumenfeld Director of Informatics
9:00-9:25 am	Workgroup Updates <ul style="list-style-type: none">• Outcomes Meeting• Membership Meeting	Mathew Packard Chair 2-1-1 Advisory Board Karis Grounds VP of Health and Community Impact
9:25-9:30 am	Action Items & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board

CIE Trends and Utilization



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Draft CIE Dashboard



CIE TRENDS AND METRICS DASHBOARD

Fiscal Year: July 1, 2021 - June 30, 2022

The trends dashboard highlights the established fiscal year metric goals for the CIE. These goals are specific to utilization, including how many partners and clients are in the network and how partners use the network to view clients, refer them to appropriate resources and share data to enhance records. This utilization allows us to better assess and understand the overall impact the CIE has on client outcomes.

	FY Goal	Current	% of Goal	Monthly Trends	All-Time Total						
Partners	20	2	10%	<table border="1"> <tr> <td>1</td> <td>1</td> </tr> <tr> <td>Jul</td> <td>Aug</td> </tr> </table>	1	1	Jul	Aug	109		
1	1										
Jul	Aug										
Adoption Metrics											
Logins	45,000	8,485	19%	<table border="1"> <tr> <td>2,672</td> <td>3,234</td> <td>2,579</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> </tr> </table>	2,672	3,234	2,579	Jul	Aug	Sep	82,069
2,672	3,234	2,579									
Jul	Aug	Sep									
Consents	90,000	25,166	28%	<table border="1"> <tr> <td>7,231</td> <td>9,443</td> <td>8,492</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> </tr> </table>	7,231	9,443	8,492	Jul	Aug	Sep	239,402
7,231	9,443	8,492									
Jul	Aug	Sep									
Searches	35,000	4,811	14%	<table border="1"> <tr> <td>1,240</td> <td>1,996</td> <td>1,575</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> </tr> </table>	1,240	1,996	1,575	Jul	Aug	Sep	59,520
1,240	1,996	1,575									
Jul	Aug	Sep									
Engagement Metrics											
Records with Shared Data	80,000	40,972	51%	<table border="1"> <tr> <td>18,364</td> <td>21,328</td> <td>21,282</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> </tr> </table>	18,364	21,328	21,282	Jul	Aug	Sep	153,494
18,364	21,328	21,282									
Jul	Aug	Sep									
Profile Views	35,000	8,086	23%	<table border="1"> <tr> <td>2,577</td> <td>3,074</td> <td>2,435</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> </tr> </table>	2,577	3,074	2,435	Jul	Aug	Sep	60,067
2,577	3,074	2,435									
Jul	Aug	Sep									
Intervention Metrics											
Direct Referrals	50,000	7,110	14%	<table border="1"> <tr> <td>2,489</td> <td>2,440</td> <td>2,181</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> </tr> </table>	2,489	2,440	2,181	Jul	Aug	Sep	74,561
2,489	2,440	2,181									
Jul	Aug	Sep									

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2021 - 9/30/2021

Coming soon...

- **Active Users**
 - Low
 - Medium
 - High
- **CIE Participant Interaction Groups**
 - Low
 - Medium
 - High
- **Dashboard Views**
 - Individual
 - Case Management
 - Aggregate
- **Shared Screening**

CIE High Level Goals

2018-
2019

Building Infrastructure

Strategic Planning and Development
Policy and Procedures
Tools and Resources

Identifying and Creating Value

Supporting Use Cases
Measuring/Collecting Success

Increasing the # and Levels of Outputs

Focus on Integration and Utilization
Lessons Learned

2019-
2020

Process Improvement & Involvement

System/Functionality Improvements
Community Involvement-Patient Portal
Communication. Support and Reporting to
Partners & Stewardship

Growth through Utilization & Initiatives

Continued utilization increases
Priorities: referrals and authorizations
Alignment with collective projects

Moving Outputs to Outcomes

Measure against expectations
Define, collect and demonstrate value

2020-
2021

Improved System of Care

- Outcomes that matter
- Improved and expanded data integration
- Leveraging the CIE to shape care (i.e. prioritization of services and case management services)

•Community Voice & Involvement

- Community Voice Opportunities (Community Advisory Board)
- Micro, Mezzo, Marco Impact (qualitative and quantitative)
- Policies and Influence that lead with community and equity

•Shared Ownership Across the Network

- Imbedding infrastructure into other organizations
- Ambassadors and chairs incorporated into engagement
- CIE Champions within org to push person-centered model

2021-
2022

Bolster Strategic Partnerships

- Expand affinity groups, peer learning and use cases
- Authentic relationships with community-organizing stakeholders and SME in focused areas

Steward community ownership

- Bring in voice of impacted community to CIE and data narrative
- Identify what success means to community members

Accessibility of information

- Expand modes and avenues to communicate, support use and enhance CIE
- Client access to information

2021/2022 Overarching High Level Operational Goals

CIE Local Stewardship Suggested Highlights:

- **Formalize a community-centered CIE Advisory Board Membership**
- **Increase transparency and communication around value and sustainability of CIE**
 - Revamping funding structure not only for “new members”-collective impact
 - State of CIE. Story of CIE San Diego, creating avenues, communicate in better way
- **Share and highlight leveraging of CIE infrastructure--collective impact, “support local”**

Bolster Strategic Partnerships

- Expand affinity groups, peer learning and use cases
- Authentic relationships with community-organizing stakeholders and subject matter experts in focused areas

Steward Community Ownership

- Bring in voice of impacted community to CIE and data narrative
- Identify what success means to community members

Accessibility of Information

- Expand modes and avenues to communicate, support use and enhance CIE
- Client access to information

CIE Updates

CIE CalAIM Meeting: Scheduled Friday October 29, 2021 from 10:15-11:15 AM

Publications: Available on our website!

- [The CIE Data Equity Framework - CIE San Diego](#)

External Publications:

- What is the Outlook for Addressing Social Determinants of Health?: [JAMA Health Forum – Health Policy, Health Care Reform, Health Affairs | JAMA Health Forum | JAMA Network](#)
- [Social Determinants of Health Data Sharing at the Community Level \(hhs.gov\)](#)
- **Manatt Health Strategies-Consultant for CalAIM:** In developing guidance, we have identified San Diego CIE’s publicly-available [toolkit](#), [authorization forms](#), and [notice of privacy practices](#) as useful examples of data sharing approaches. Along with guidance on data sharing, DHCS is planning to make available a repository of data sharing policies and forms that may facilitate data exchange and benefit ECM/ILOS stakeholders.

CIE Membership Workgroup Briefing



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CIE Outcomes Workgroup



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How do we better measure impact

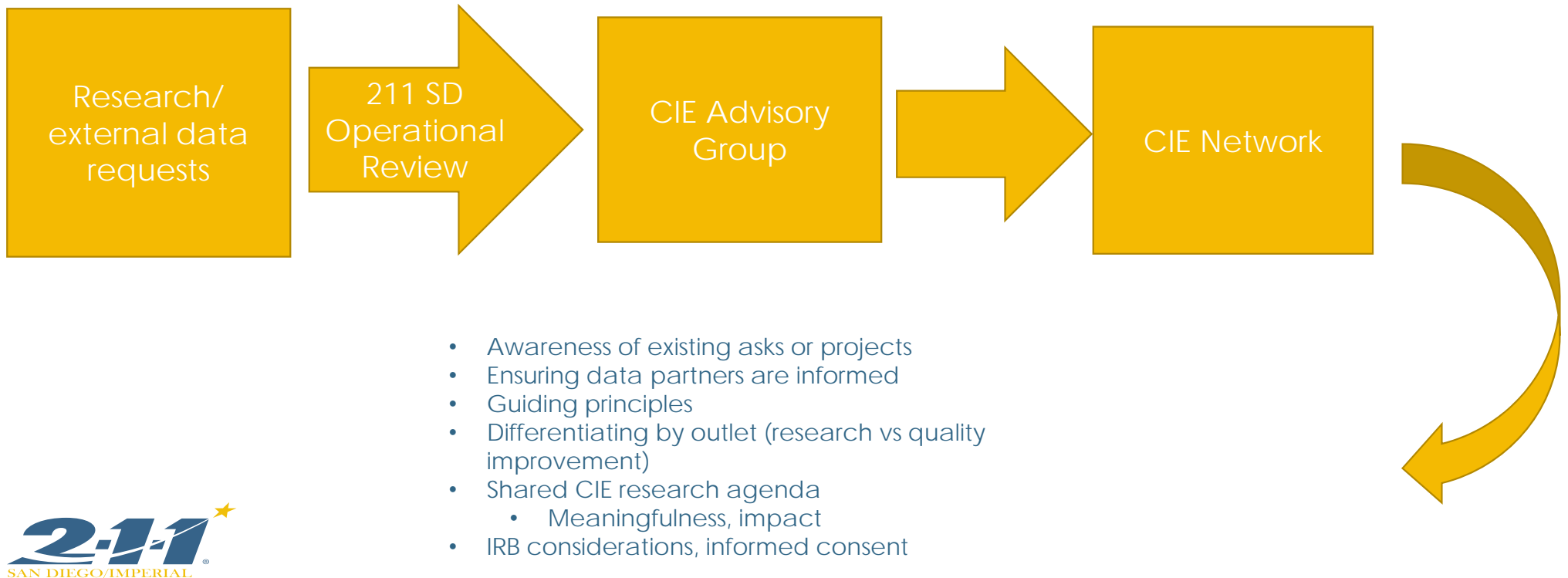
- What is the Outlook for Addressing Social Determinants of Health?
 - [JAMA Health Forum – Health Policy, Health Care Reform, Health Affairs | JAMA Health Forum | JAMA Network](#)
 - [Social Determinants of Health Data Sharing at the Community Level \(hhs.gov\)](#)

Discussion Topics:

- Avenues to re-publish and cite the work for more applied use case
- Uses and parameters for analyzing and publishing CIE data
- The role of the CIE Outcomes workgroup in research and evaluation projects
- Other avenues for collaboration with our data sets, including research

Draft Plans for Shared Best Practices/Research

1. The role of this group in decision-making, review of projects
2. Who are the audiences for external-facing publications?
3. How do we/where to we use data and research to inform?
 - Policy
 - Practice and action



OTHER UPDATES & NEXT MEETING

November 16, 2021 8:30-9:30 AM



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