

Meaningful impacts of a Community Information Exchange (CIE) model

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Background and Rationale

Community Information Exchanges (CIEs) are new concepts that are evolving to increase access to social need information and improve care coordination within disparate systems of care.

A CIE is a community-governed infrastructure that enables information to be effectively and responsibly shared among many organizations to support community care coordination for individuals and the health and well-being of a community.

211 San Diego, as the steward of the CIE in San Diego County, established and implemented the first-ever CIE, a movement that is now catching momentum across the nation as care coordination models are linking health and social care. Working upstream to address social drivers of health, which positively impacts individuals, families, providers, and community health through alignment and integration of social and medical care.

As these models are launched, there is emphasis on proving return on investment, cost-savings and outcomes for patients/clients. CIE San Diego will share and compare three different case studies, focused on unhoused, homeless prevention and transportation and the healthcare and non-healthcare cost-savings and social impacts made within the San Diego community. This will include the opportunity to share the study's design elements, study population, protocol, data sets used for the analysis which can be used within other communities to help show the value and impact of their work.

Learning Objectives

1. Review three case studies from San Diego's CIE
2. Evaluate impacts from each case study
3. Examine ability to replicate impacts in other communities nationwide

Agenda Description

San Diego's Community Information Exchange (CIE) has proven impacts across three case studies, resulting in a reduction in EMS transports, reduction in likelihood to become homeless, and reduction in hospital admissions.

In this workshop, attendees will learn how this community realized cost savings and social impacts through:

- Notification to care teams
- Shared screening and coordinated referrals
- Closed loop referrals

Case studies focus on unhoused, homeless prevention and transportation and the cost-savings and social impacts made within the San Diego community after implementation of a CIE.

Audience discussion will examine existing care coordination infrastructure and identification of opportunities for building data capacity to integrate social and medical care.

Participant Interactivity

Attendee discussion will engage participants to examine what care coordination is already occurring in their communities. Examining successes and areas for potential growth or expansion to implement functionality like notifications, shared screening, coordinated referrals and closed loop referrals for replication in other communities.