

**Social Health Information Exchanges:**  
***Integrating Cross-Sector Data for***  
***Whole-Person Care Transformation***

Alameda County

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Sacramento County

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# **Social Health Information Exchange Overview**

10-3-2025



Alameda County Health

# Overview of the SHIE and CHR



## Social Health Information Exchange

### Description

The SHIE is a **central data repository of consumers' clinical, behavioral, demographic, and social determinant of health related information** (e.g., housing, social services) from participating entities (e.g., health clinics, CBOs)

### Purpose

- Establish a **comprehensive CHR to improve care coordination**
- Improve the **health of population**
- **Reduce the cost** of health care for patients



## Community Health Record

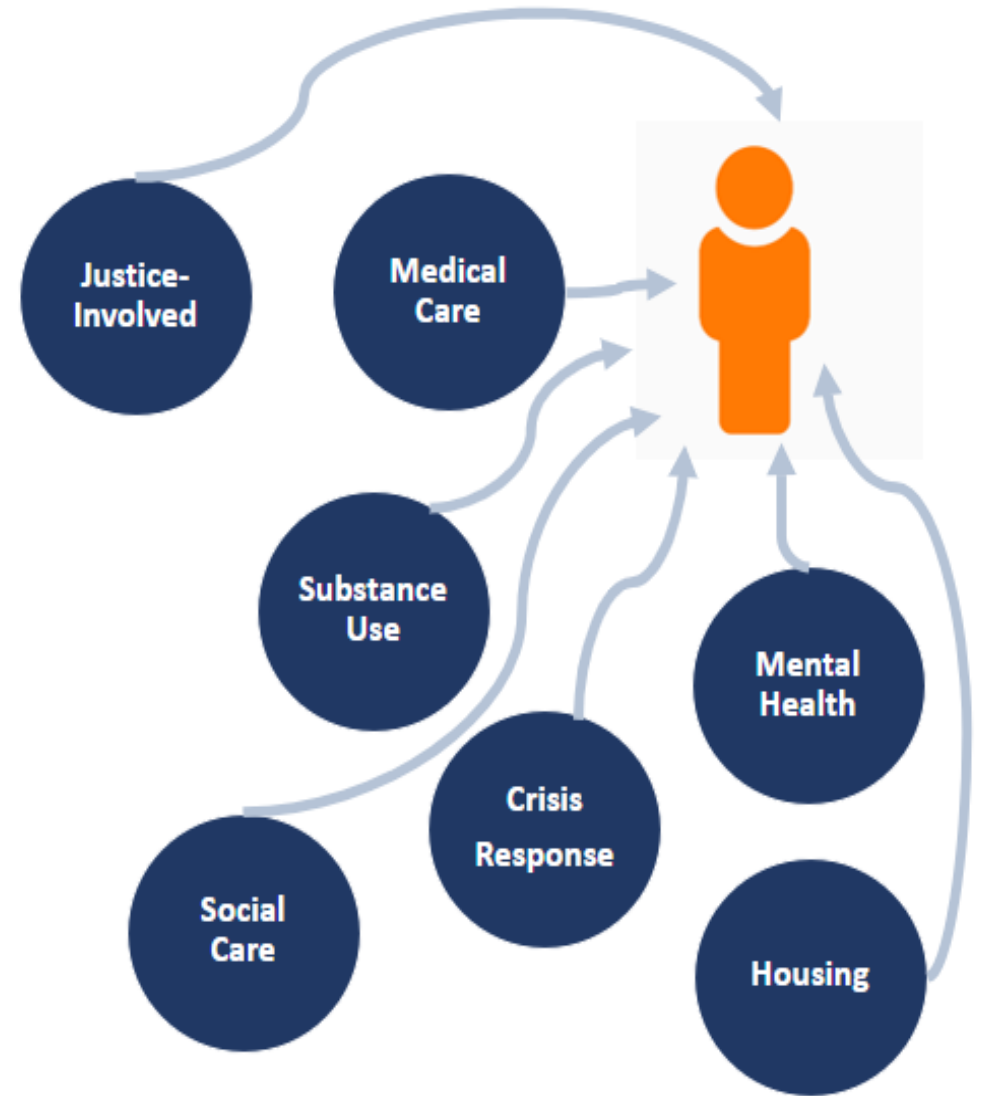
The **CHR is a provider-facing web-based application that allows users to view curated consumer data** as member records, run reports and analytics, all of which is built from data in the SHIE

- Improve care delivery by providing more consumer data at time of service
- Provide reports and analytics capabilities to improve population and targeted interventions

**At a Glance:** In simplified terms, the **SHIE is the storage repository for all data** sent to it and the **CHR is the web application to view this data** in a member record format

# The Value of the SHIE

- Allows providers to have a more comprehensive understanding of their clients and patients' overall health and wellbeing
- Streamlines and automates manual processes—increases program efficiency and effectiveness
- Enhances access to care and quality of services
- *It's closer to home than you think*



# Alameda County's Social Health Information Exchange (SHIE)

- Innovative Social Data Exchange designed to aggregate data from cross sectors to understand consumer and population needs from a 360 Perspective
- Data Exchange Platform supporting community- based applications such as care coordination (CHR- Community Health Record) and jail scheduling (Santa Rita Jail) and Analytic Services



# SHIE Inputs and Outputs

## Inputs

27 Data Sources

Data Sharing Agreements

Privacy & Security Structures

Record Matching



## Outputs

Data Exchange Services

Analytics

Applications

- CalAIM Billing
- Jail Behavioral Health Scheduling
- Community Health Record (CHR)

**NOTE: The SHIE and its respective applications, like the CHR, are NOT meant to be a primary data system or a primary documentation system.**

# SHIE Data Sources

## Physical Health & Crisis

- Emergency Medical Services
- St. Rose Hospital
- Washington Hospital
- Sutter Summit and Eden Hospital
- Alameda Health System Hospitals and Clinics
- Admission/Discharge Notifications from across the Bay Area and state
- Wellpath (Correctional Health)

## Public Health

- CalREDIE COVID Testing
- CAIR Vaccination Data
- Fact, Cause, Place, Date of Death

## Justice-Involved

- Santa Rita Jail



## Behavioral Health

- Alameda County Behavioral Health
- BH providers Bonita House and Fred Finch
- Telecare

## Housing

- Homeless Management Information System

## Social Services

- Social Services Agency (Public Benefits)

## Health Plan/Coverage

- Alameda Alliance for Health
- Anthem Blue Cross
- HealthPAC
- MEDS

Denotes automated data feed

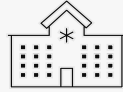
# SHIE Impact in Numbers

## Population Rediscovered by SHIE



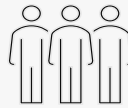
RECORDS FOR  
over 1.06M  
consumers  
MEDI-CAL and UNINSURED  
IN ALAMEDA COUNTY

## Community Health Record



55

ORGS WITH  
TRAINED USERS



266

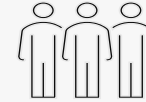
PROGRAMS WITH  
TRAINED USERS



1340

TRAINED  
USERS

## CaAIM Authorizations & Billing



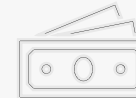
5

AC HEALTH CALAIM  
PROGRAMS BILLING



159,883

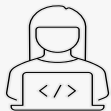
ENCOUNTERS &  
CLAIMS SUBMITTED



\$42M+

REIMBURSED

## Jail Behavioral Health Scheduling



136

TRAINED  
USERS



14647

APPOINTMENTS  
SCHEDULED



75%

REDUCED  
INTAKE TIME



15

KEY REPORTS  
CREATED

## SHIE Data Requests



183

TOTAL  
REQUESTS



159

COMPLETED  
REQUESTS



60

DATA  
REQUESTERS



50%

RETURNING  
REQUESTERS

# SHIE Data by Subpopulation

## Serious and Persistent Mental Illness

69,396 total (meets definition as of Dec 2021)

Definition from ACBH:

- a) On a Level 1 service team or FSP AND/OR
- b) 3 or more episodes with an SPMI DX with the last service occurring in the last 3 years (Schizophrenia, Bipolar, Delusional, or Major Depressive Disorders) AND/OR
- c) 10 or more SPMI DX episodes ever (data goes back as far as 1991)

## Criminal Justice

9,355 total (meets definition as of Dec 2021)

Definition: Santa Rita Incarceration and/or AFBH service in the prior 12 months

### SPMI + Criminal Justice

4,225

### Criminal Justice + Homeless

1,217

### SPMI + Homeless

4,253

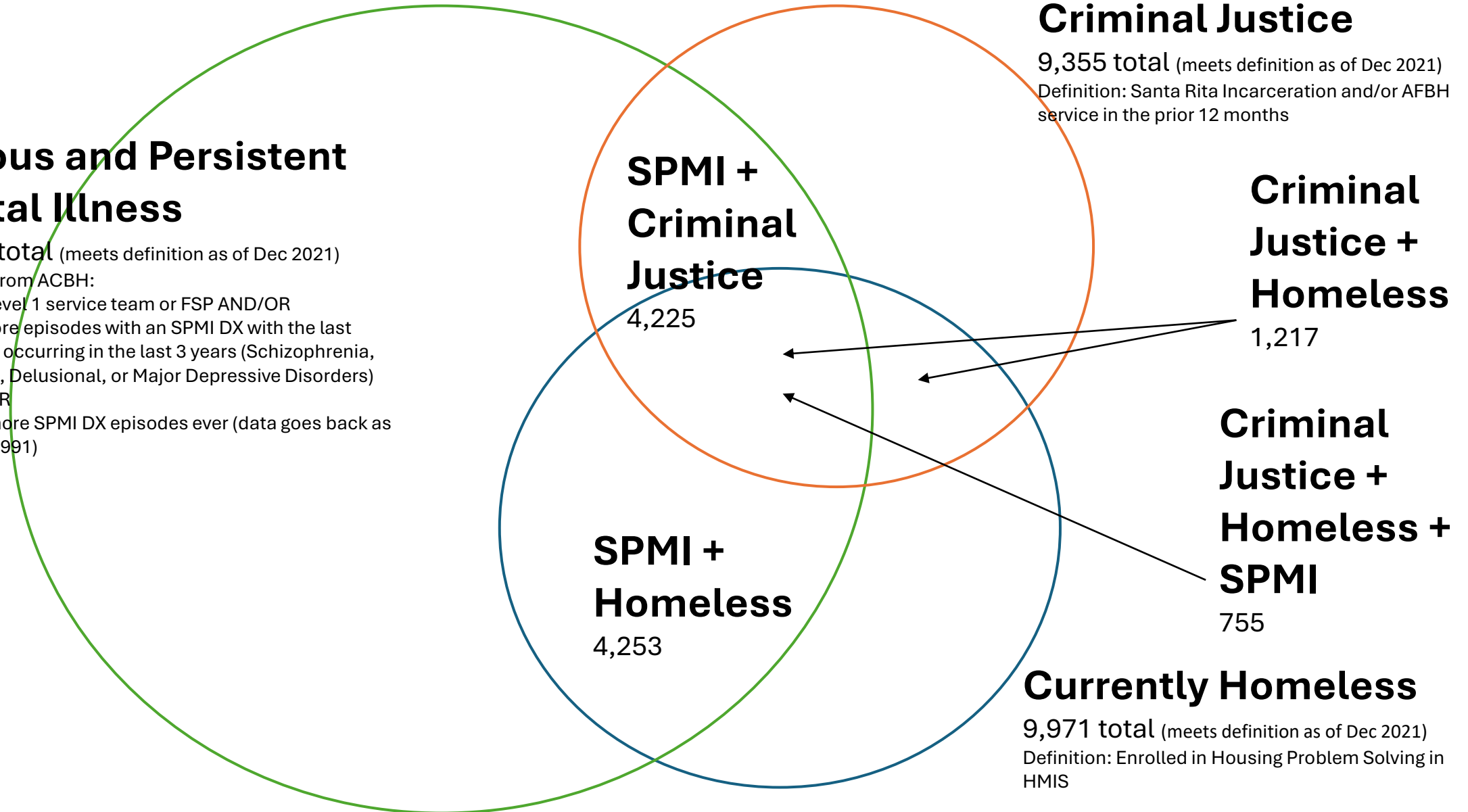
### Criminal Justice + Homeless + SPMI

755






## Currently Homeless

9,971 total (meets definition as of Dec 2021)

Definition: Enrolled in Housing Problem Solving in HMIS



# SHIE data exchange for CaAIM Community Supports and Enhanced Care Management Providers

Types of Data Exchanged	Alameda County Health CaAIM Providers				
	 Alameda County Health Housing and Homelessness Services	 ALAMEDA COUNTY RECIPE4HEALTH	 Public Health Department Alameda County Health	 Public Health Department Alameda County Health	 Behavioral Health Department Alameda County Health
			Asthma Start	CCS-ECM	ECM
Claims	X	X	X	-	-
Encounters	X	-	-	X	X
Remittance advice	X	X	X	X	X
Health Plan Membership	X	X	X	X	X
DHCS reporting requirements	X	X	X	X	X
Authorization requests	X	X	X	X	X
Authorization status files	X	X	X	X	X
Return Transmission File	X	X	X	X	X

X denotes data exchanges assisted/managed by SHIE team.

X denotes data exchanges with AAH that are directly managed by programs.

# Innovaccer Implementation Update



Dec-March  
2025

- Staging and production environments established
- Developed organization & attribution hierarchy
- Progress on design for overall CHR UI, CHR Housing Tab, and Consent Framework

Apr-Jun  
2025

- SHIE team completion of Innovaccer University
- Continue identity management integration
- Begin ingestion of wave 1 data feeds
- Develop User Acceptance Testing plan

Jul-Sept  
2025

- Ingestion of additional data feeds
- Completion of formal integration test cycles

Oct-Dec  
2025

- Ingestion of additional data feeds
- User Acceptance Testing

2026

- Go-Live of new CHR

Maintain Current SHIE Operations (CHR, CalAIM authorizations and billing, jail scheduling, SHIE data requests, data exchange services)



SACRAMENTO  
COUNTY

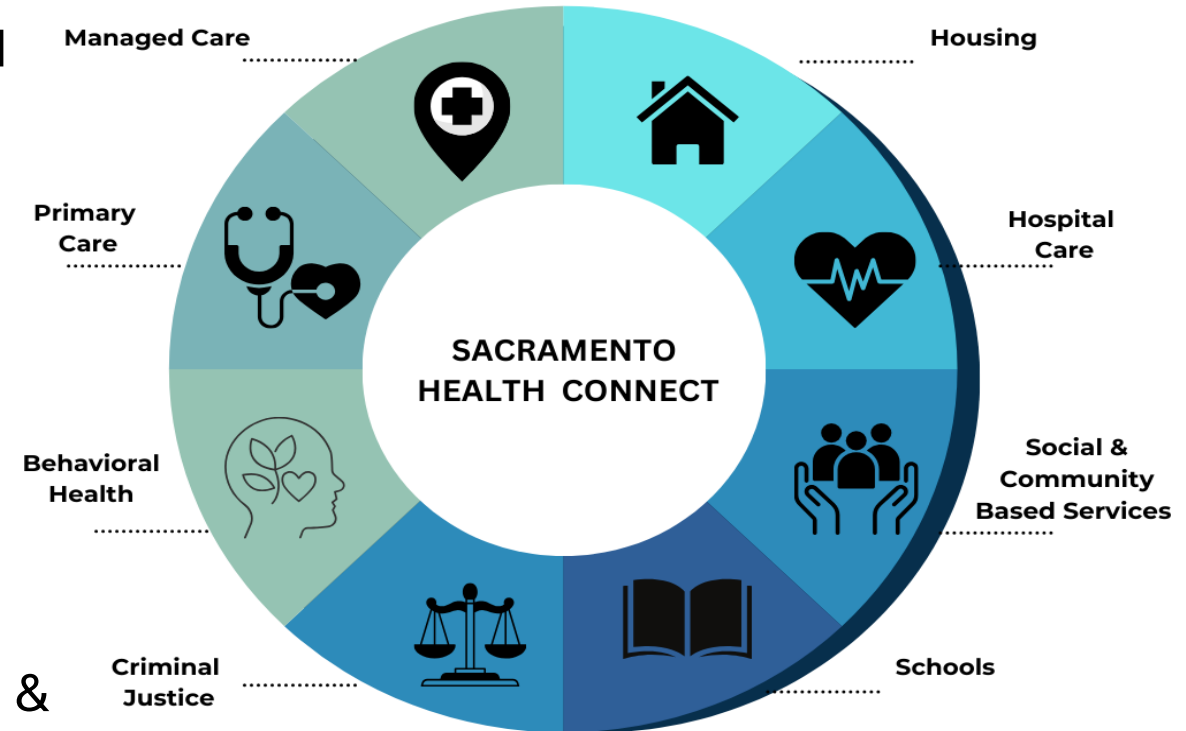
# Sacramento Health Connect

A Social Health Information Exchange (SHIE)

# SHIE Purpose:

## Cross-sector data integration and system linkage

- Improved **care coordination** for Medi-Cal and uninsured populations, including **CaAIM** services and transition support
- Increased **program enrollment** by facilitating eligibility determination and connections
- Stronger **population health management** to improve outcomes and health equity
- **Cost savings** from administrative efficiencies & reductions in duplicative testing and hospitalization
- **Alignment with the State's goals** of broader data sharing between health and social services



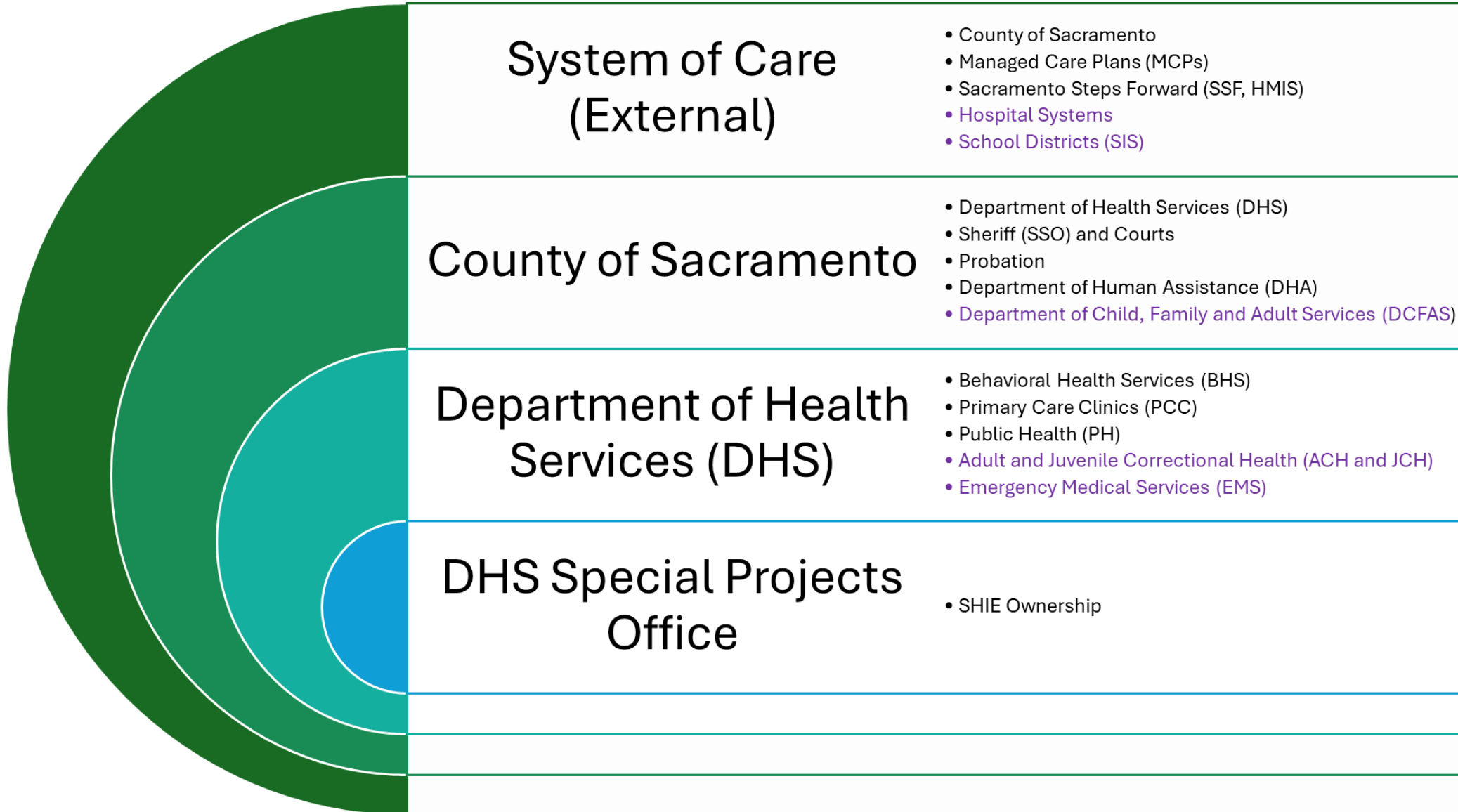
# SHIE Timeline



- **Pre-Implementation (2021-2024):** Landscape analysis, initial fundraising, & competitive bidding process
- **Phase 1 (2025):** Core infrastructure and data integration
- **Phase 2 (2026):** Launch of the Community Health Record (CHR) portal for HIPAA-covered organizations, and initial analytics platform and dashboards
- **Phase 3 (2027 and beyond):** Broaden access to the CHR, expand dashboard analytics, and implement consumer consent and referral management functionalities

# SHIE Data Partners

# Data Source Positioning



# Data feed discussions in progress or to come

Data Source	Requested Data Element Type
<b>Medi-Cal Managed Care Plans</b> <ul style="list-style-type: none"> <li>• Anthem</li> <li>• Molina</li> <li>• Health Net</li> <li>• Kaiser (early stages)</li> </ul>	Membership, claims, pharmacy, and CalAIM eligibility/enrollment
<b>Clinical</b> <ul style="list-style-type: none"> <li>• County Adult Correctional Health</li> <li>• County Juvenile Correctional Health</li> <li>• County Behavioral Health Services</li> <li>• County Primary Care Clinics &amp; SCOE MH clinicians (OCHIN Epic)</li> <li>• County Public Health (OCHIN Epic)</li> <li>• County Emergency Medical Services (EMS)</li> <li>• Hospital Systems (early stages)</li> </ul>	Clinical encounters, diagnoses, pharmacy, program enrollment, disposition
<b>Housing</b> <ul style="list-style-type: none"> <li>• Sacramento Steps Forward (HMIS)</li> </ul>	Homelessness/housing system program enrollment and services
<b>Incarceration</b> <ul style="list-style-type: none"> <li>• Sacramento Sheriff's Office and Courts (IJIS)</li> <li>• Probation</li> </ul>	Adult and Youth Incarceration and Supervision
<b>Social Services</b> <ul style="list-style-type: none"> <li>• County Department of Human Assistance (DHA)</li> <li>• County Department of Child, Family and Adult Services (DCFAS)</li> </ul>	Medi-Cal enrollment data IHSS enrollment and primary contact
<b>Education</b> <ul style="list-style-type: none"> <li>• Student Information Systems (SIS)</li> </ul>	Educational ID, relevant school records and services

# Data Governance, Security, & Privacy

# SHIE Data Governance Committees

- **SHIE Oversight Committee**

- Guides and oversees the organizational and operational activities/processes and written policies and procedures of the SHC
- Reviews recommendations from the DGC
- Membership: Sacramento County leadership and managerial designees

- **Data Governance Committee**

- Advises and supports the organizational and operational activities/processes and written policies and procedures of the SHIE
- Provides recommendations to the Oversight Committee
- Membership: external partners and County leadership or designees

# Security, Privacy & Access – Step 1

## Establishing infrastructure

- Hosting HIPAA-compliant AWS Government cloud infrastructure
- Ensuring leading security infrastructure
- Initial privacy framework set up including:
  - Basic Attribution
  - Sensitive Services masking

## Integrating Partner Data Feeds

- All participating entities sign the SHIE Data Sharing Agreement
- Used to match to a golden record with data from other sectors
- Access only by SHIE Team and Innovaccer for implementation and QA (HIPAA-covered)

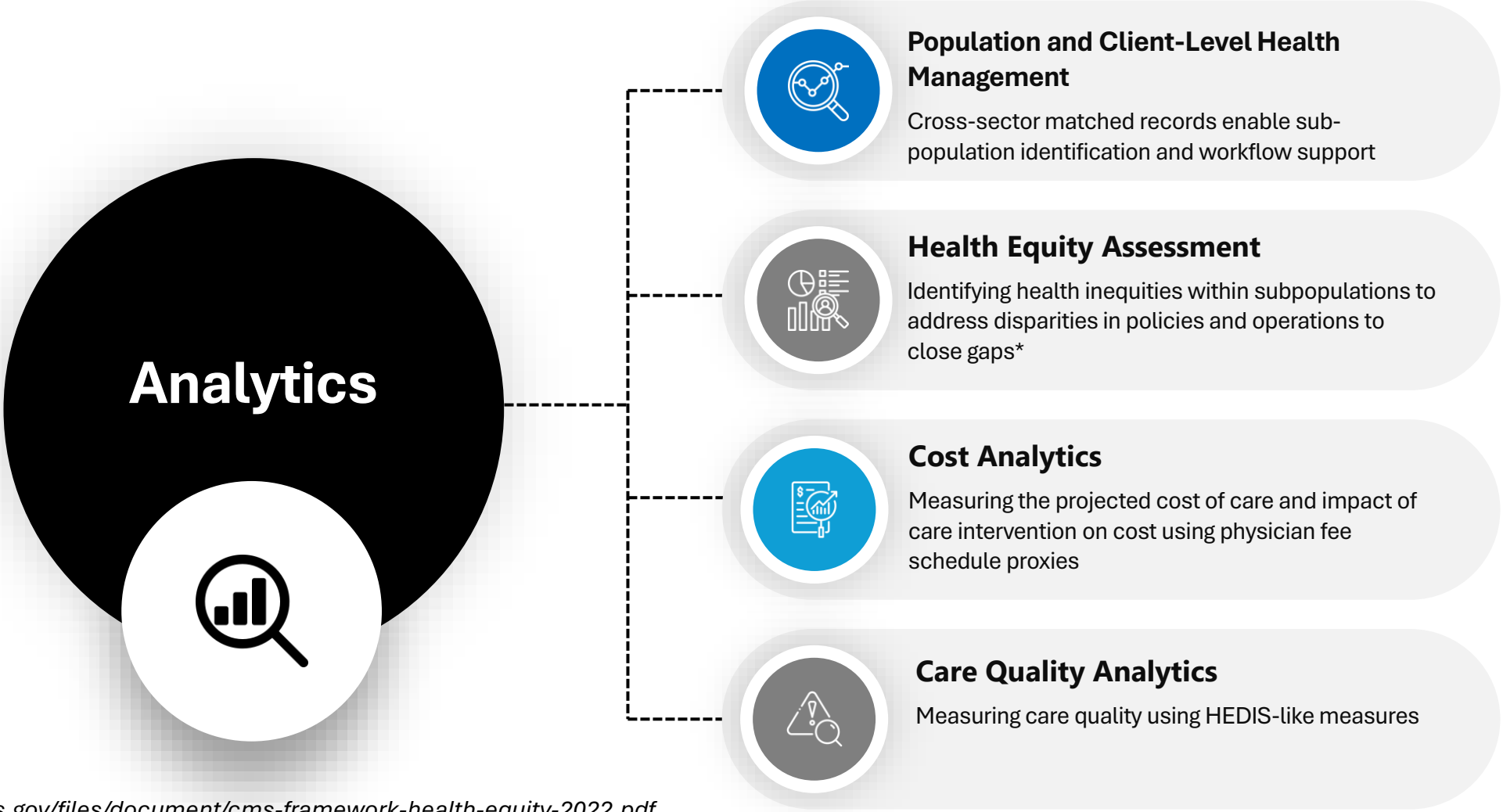
# Security, Privacy & Access – Step 2

- **Rediscovering to certain SHIE Partners for specific use cases**
  - All participating entities sign the SHIE Data Sharing Agreement
    - Includes compliance with internal policies and procedures, local, state, and federal laws, and governance requirements including security
  - Organization Attribution
  - User roles
    - Leveraging HIPAA (Federal) Treatment Payment and Operations exception where permitted to support care coordination and program quality improvement with HIPAA-covered organizations.
    - Developing specific roles tied to responsibilities: full care coordinator, lighter touch care team support, with justice involvement or not, etc.
  - Consent where required where HIPAA or other regulations require it
    - Data Type or Data Receiver

# Outputs on the SHIE Roadmap

Initial Use Cases

# Dashboards and Reports



\* <https://www.cms.gov/files/document/cms-framework-health-equity-2022.pdf>

# Analytics Rollout Plan

01

## MCP Membership Reports

Share matched information from other sectors for CalAIM eligibility and care coordination



02

## CalAIM Justice-Involved Client-level Reports

Curate work lists of clients needing timely enrollment and services



03

## Consent Decree Reporting

Measuring services and facilitating improvements in care and transitions in jail



04

## Aggregate Analytics

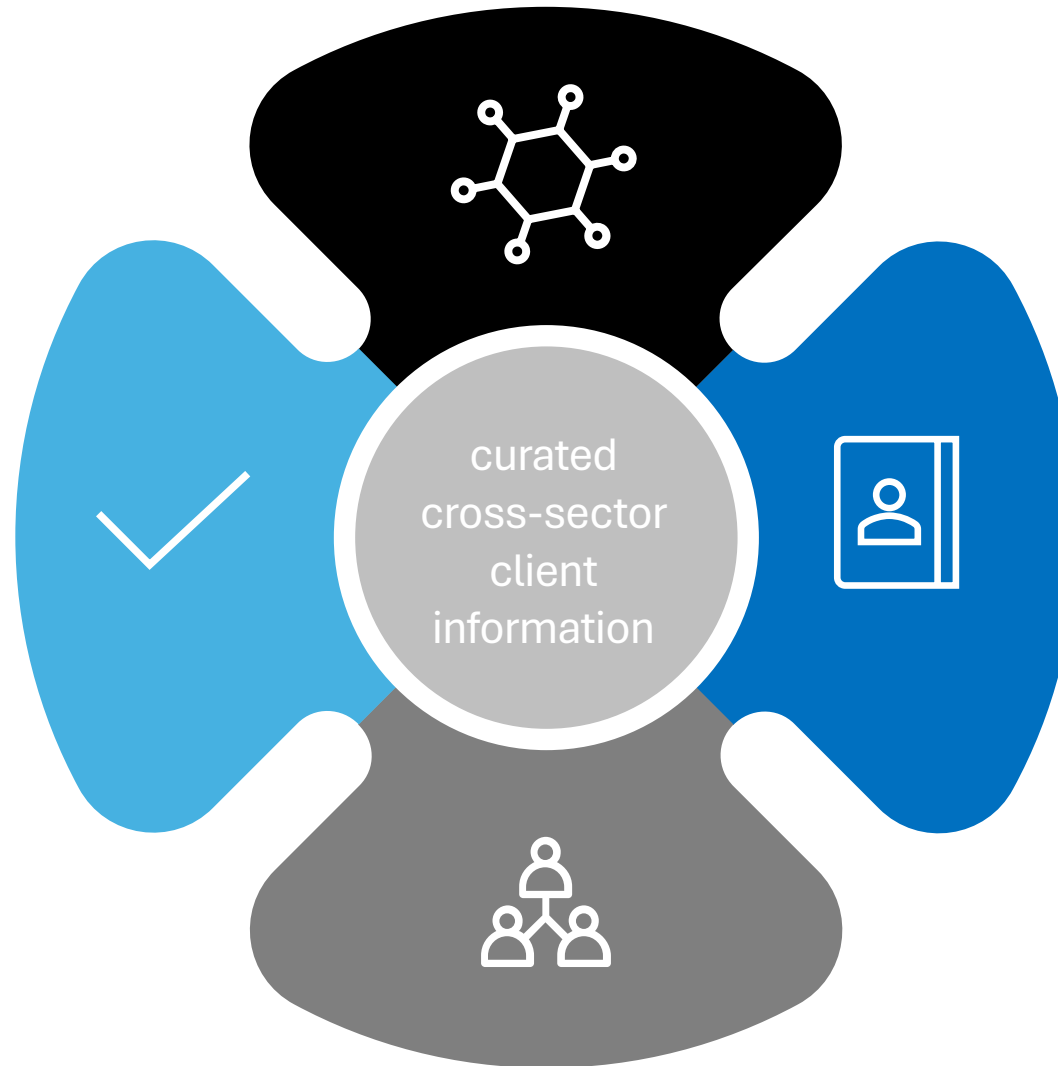
Explore population overlaps and gaps in equitable services for program planning and improvement



# Community Health Record (CHR)

- **Program Eligibility & Enrollment**

Programs that a client is eligible for or enrolled in



- **Services Received**

Clinical and Social Care  
Services received by the client

- **Care Team Members**

Care Team Members across the community and their contact information

- **Client Contact Information**

Client Contact Information from various data sources

# Community Health Record (CHR) Rollout Plan

01

## CaAIM Justice-Involved Providers

Share client records between community and carceral providers for collaborative workflows



02

## Initial Implementation

HIPAA-covered SCOE clinicians for **cross-sector care coordination**



03

## Additional HIPAA Providers

Open up CHR to additional HIPAA-covered providers



04

## Non-Clinician Expansion

Expand CHR to non-clinicians working with a client **ONLY** with client consent

