“Unlocking Health Data for Better Care: The Role of QHIOs in CalAIM and Quality Initiatives

***John Helvey**, Chief Executive Officer*

John Helvey
SVMS Chief Executive Officer
"To be a catalyst of sustained improvement in the lives of those I touch."

MISSION STATEMENT

To improve the quality and safety of healthcare across California, by sharing health information in a secure and efficient fashion between all providers, facilities, and patients.

VISION STATEMENT

To become a model for inclusive provision of health information exchange across our diverse communities, that others may build upon to serve similar communities

Who We Are & Who We Serve

Designated Qualified Health Information Organization (QHIO) by the State of California (CalHHS)

Governed by a Board of Directors deliberately chosen to represent both geographic and institutional diversity, members are drawn from local and regional senior leadership of stakeholder organizations.

25+ Counties
50,000 square miles across Northern & Central California
and Southern Oregon

Health Centers/Community Clinics
Hospitals/Critical Access Hospitals
Large Health Systems
Community Based Organizations
Skilled Nursing Facilities
Home Health
Public and Behavioral Health
Managed Medi-Cal Health Plans
+ More

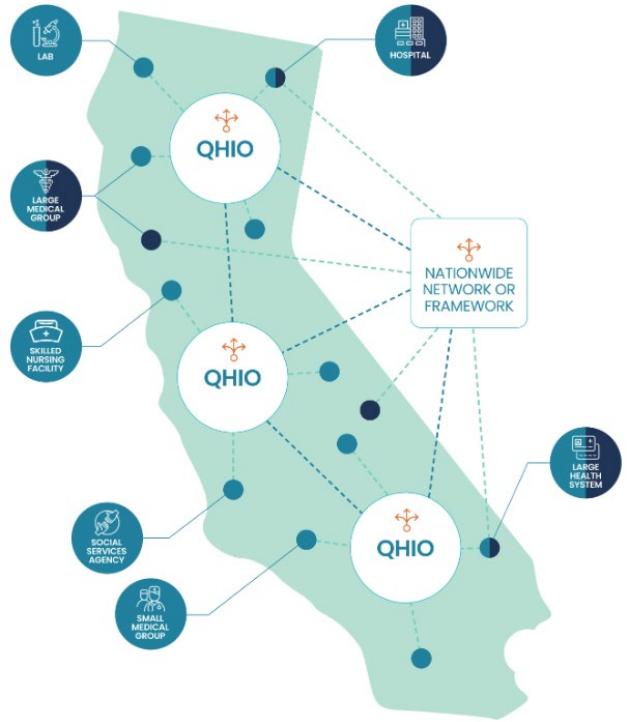
Qualified Health Information Organizations (QHIOs)

QHIOs, short for Qualified Health Information Organizations, are crucial players in the execution and upkeep of the California DxF. Acting as intermediaries, these entities facilitate the safe exchange of health data among healthcare providers, payers, and other authorized parties.

QHIO Responsibilities

QHIOs in the California DxF perform essential functions:

1. **Data Aggregation:** Collecting health data from diverse sources like hospitals, clinics, labs, and pharmacies. They standardize this data for compatibility with the California DxF.
2. **Data Exchange:** Serving as intermediaries for secure health information exchange among healthcare organizations. They establish infrastructure, protocols, and standards for seamless data transfer.
3. **Patient Consent Management:** Offering tools for patients to manage their consent preferences for sharing health information. This ensures respect for patient privacy.
4. **Data Analytics:** Providing valuable insights through data analysis. By processing and analyzing large volumes of health data, they identify trends, enhance care quality, and support public health efforts.



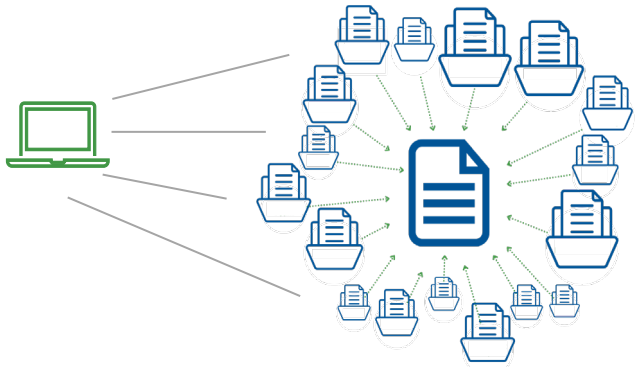
Health Information Exchange

Health Information Exchange (HIE)

The electronic movement of health-related information among organizations according to recognized standards

Health Information Organization (HIO)

An organization that oversees and governs the exchange



SVMS + Community Support Provider + Partners

Technology

- Core HIE Platform = Query/response, person matching, exchange standards
  - Information at the point of service via the portal, system interface, or secure messaging
- ADT Alert Notifications
  - Know when persons have an encounter with another service provider, in real-time or in batches
- Data Extracts, Analytical Dashboards, Custom HL7 data feeds, Member file return, EMS Connector, EDie, and more

Right-Sized Support

Information exchange expertise/guidance/lessons learned

Technology platform(s) administration, support and maintenance to allow CBOs to focus on programmatic work and community services

Engaging in partnerships, fostering collaboration, co-developing services, and utilizing an effective service delivery mode

SVMS + Community Support Provider and Partners

Envisioning Inclusive Data Flow.

Driving comprehensive person-centered care and vibrant communities by elevating the perspectives and insights of those dedicated to serving our safety-net communities; improving health equity and outcomes by ensuring health and social service providers have the right information at the right time to address individual needs.

Collaborative Modeling

- Manage and/or connect to community information exchanges, referral information exchanges, HIMSS, Digital Identify, and more

Consent Management

- Complex Guidelines
- Ideas, pilots, and more are happening at many levels for many use cases

Technology Enhancements Provide Space

- Building beyond “normal” HIE services
- Support innovative care initiatives (ex: ECM, APM, BH QIP, EPT)
- Increased dashboards, reporting, notifications, and functionality

Moveable to Usable

- Collaborating with peers, CBOs, and technology vendors
- Listening and learning from subject matter experts
- Prioritizing lived-experiences and human-centered design

SVMS QHIO + CalAIM

CalAIM's multi-year initiative aimed at transforming the Medi-Cal program to improve outcomes for Californians integrates with QHIOs and the California DxF in several ways:

1.Data Sharing and Exchange: CalAIM aims to improve the coordination of care by enhancing data sharing and exchange among healthcare entities. QHIOs play a crucial role in facilitating this exchange by providing the infrastructure and standards necessary for secure data transmission. They ensure that information flows smoothly between various healthcare providers and systems, supporting the goals of CalAIM.

2.Interoperability: CalAIM emphasizes interoperability, which refers to the ability of different healthcare systems and organizations to exchange and use health information seamlessly. QHIOs work towards standardizing data formats and protocols to ensure interoperability within the California DxF framework. This enables information to be easily accessed and utilized across different healthcare settings, aligning with CalAIM's objective of improving care coordination and efficiency.

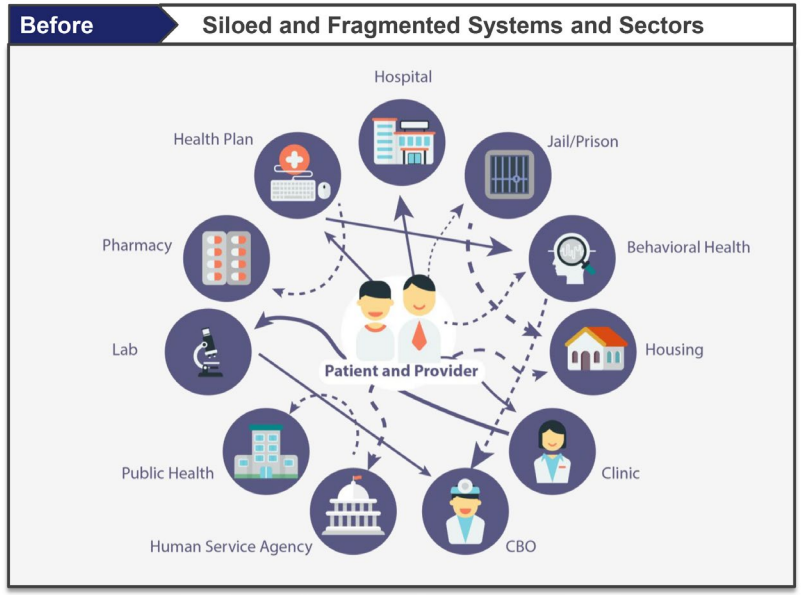
3.Population Health Management: CalAIM aims to address the social determinants of health and improve population health outcomes. QHIOs support these efforts by providing data analytics capabilities within the California DxF. By analyzing aggregated health data, QHIOs can identify population health trends, target interventions, and measure the impact of initiatives under CalAIM.

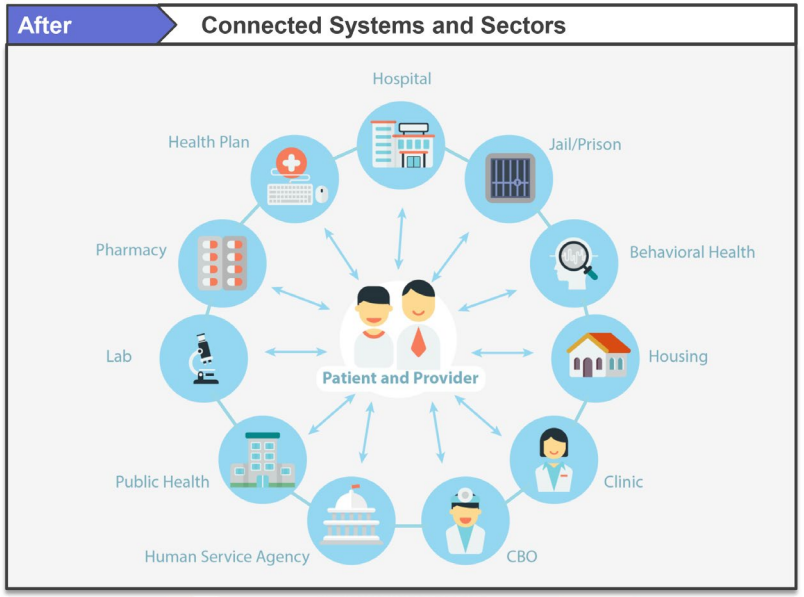
Overall, CalAIM, QHIOs, and the California DxF are interconnected components of California's healthcare ecosystem, working together to enhance care delivery, improve health outcomes, and advance innovation in the Medi-Cal program.

SVMS QHIO + CalAIM focus on data exchange

The cross-sector collaboration at the heart of CalAIM will be possible only if different parts of the system — managed care plans, physical and behavioral health care providers, county agencies, and social service providers — can both aggregate data and share information in real time about patients or clients they have in common.

For example, CalAIM's Population Health Management program will require reliable and effective exchange of health data to stratify the different needs of Medi-Cal and to do the proactive, person-centered outreach that is the key to preventive care. Enhanced Care Managers will similarly rely on effective data exchange to coordinate care and services for people with complex needs. The success of both local and state data sharing initiatives are critical in enabling whole-person care.





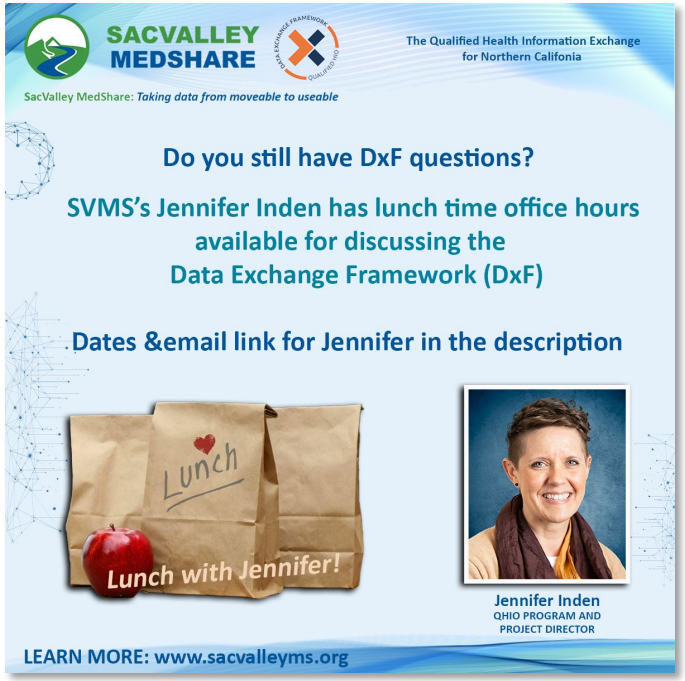
Q&A

Resources

- *"Impact of Data Exchange"* CDII Webinar: Click to Follow
- CDII newsletter Sign Up: Click to Follow
- Multi-Association DxF Implementation Toolkit: Click to Follow

Visit the SACVALLEY MEDSHARE website where we have a wealth of resources in our Learning Center!

www.sacvalleyms.org/LearningCenter



- QHIO Workbook: Click to Follow
- Now What Webinar: Click to Follow
- DxF QHIO FAQ's: Click to Follow

THANK YOU

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