

The Value Proposition for an Interoperable Social Health Information Exchange (S-HIE) Ecosystem

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Providers across the Denver metro area are implementing social health information exchange (S-HIE) systems to address the health and social needs of individuals and families. The Metro Denver Partnership for Health (MDPH) is working to connect these systems to build an interoperable S-HIE ecosystem. A S-HIE ecosystem strengthens coordination among health, human, and community-based service providers to provide more holistic, customized support for people.

To develop a community-driven value proposition for a S-HIE ecosystem, the Colorado Health Institute (CHI), on behalf of MDPH, conducted focus groups and key informant interviews to gather insights from providers and members of the metro Denver community. These conversations shaped the following value proposition statements, which will inform MDPH's S-HIE priorities moving forward. An interoperable S-HIE ecosystem:

Emphasizes people over process.



An interoperable S-HIE ecosystem reduces administrative burden by providing one point of entry to coordinate care for individuals and families. This reduces time spent on daily activities such as responding to emails, making follow-up calls, locating resources, and collecting duplicative information from individuals and families. As a result, individuals and families get more attention from providers and spend less time repeating their stories.

Opportunity and Evidence

A majority of representatives from the nearly two dozen organizations participating in MDPH's April 2021 focus groups said that administrative burden displaced their capacity for helping individuals and families seeking services and supports. Providers want to emphasize service provision over less impactful, administrative tasks.

Finds the fit for whole-person and whole-family care.



An interoperable S-HIE ecosystem allows users to find resources across multiple systems to meet the unique needs of individuals and families. Access to a complete array of services enables tailored, timely, and coordinated care across providers to improve health and well-being of individuals and families.

Opportunity and Evidence

*CHI reached out to over half a dozen of Colorado's resource and care coordination organizations and learned that each has hundreds to thousands of service providers and resources in its network directories. **There is an opportunity to consolidate efforts and make these directories interoperable** with a S-HIE ecosystem, allowing individuals and families to find resources across systems, reducing duplication of work among these organizations, and expanding the network for each of them.*

Builds a stronger safety net.



An interoperable S-HIE ecosystem helps communities effectively address their priorities. Reliable information on available services and unmet need empowers communities to drive more targeted investments and take collaborative action to improve services.

Opportunity and Evidence

*The Community Information Exchange (CIE) in San Diego created an interoperable collaboration with a network of community organizations to coordinate food delivery for households with low incomes and high risk for COVID-19 during the pandemic. Through this effort, the CIE of San Diego collected and utilized demographic data to identify households that may most benefit from food delivery support, exemplifying how **interoperable collaboration can be used by community organizations and funders to make informed and targeted resource investment decisions for communities.***

Definitions

- **Interoperable:** The ability of different information systems to connect, work together, and share information bidirectionally.
- **Provider:** Any community-based, health care, human service, or public health organization that provides resources or services to support individuals and families in meeting their health and social needs.
- **Social Health Information Exchange (S-HIE) System:** Uses technology and other tools to allow data and information sharing among health care and social service providers, including individual-level and aggregated data. The overall purpose of a S-HIE system is to allow multiple entities to screen, assess and refer individuals and families to resources, provide case management (when appropriate), and evaluate the impact and return on investment on health and well-being across systems.
- **Social Health Information Exchange (S-HIE) Ecosystem:** An environment that includes the people, processes, and technology required for safe and meaningful exchange of social and health information across sectors. A S-HIE ecosystem is a network of interconnected S-HIE systems.
- **Whole-Person and Whole-Family Care:** Acknowledges that communities are made up of diverse individuals and households, from infants to older adults, with unique identities, backgrounds, and needs.



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