

# Improving Health Equity through Social Needs Tools:

HIEs and community providers innovating to share data and address both medical and social needs

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Jessica Nadler, PhD

Deloitte Consulting

Craig Jones, MD

Idaho Health Data Exchange

Rachel Thomas, BA

findhelp

David C Kendrick, MD, MPH, FACP

MyHealth Access Network

Deniz Soyer, MBA, MPH

DC Department of Health Care Finance

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# Our Panelists

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**Jessica Nadler,  
PhD**

Deloitte Consulting  
*Managing Director*



**Craig Jones,  
MD**

Idaho Health Data  
Exchange (IHDE)  
*Chief Medical Officer*



**Rachel Thomas,  
BA**

findhelp  
*Senior Director of  
Customer Success*



**David Kendrick,  
MD, MPH, FACP**

MyHealth Access  
Network  
*Chief Executive  
Officer*



**Deniz Soyer,  
MBA, MPH**

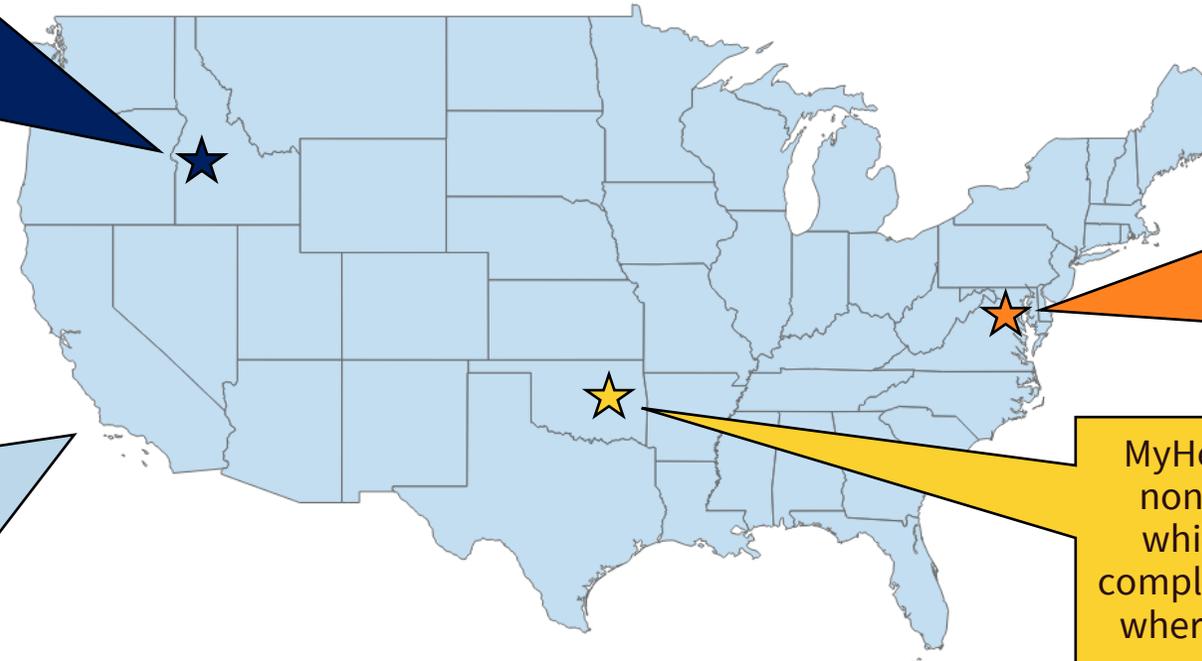
DC Department of  
Health Care Finance  
*HIE Project Manager*

# Roundtable Discussion

*Examples from Idaho, Oklahoma, Washington DC, and a national perspective on how regional HIEs are spearheading community network collaboration and incorporating social needs tools*

To better address Health Related Social Needs and provide citizens with more complete whole person care, the **Idaho** Health Data Exchange has integrated a social needs platform (Findhelp) as part of its HIE offerings.

**findhelp**'s network features more than 566,800 distinct program locations in all 50 U.S. states, territories, and Puerto Rico, powering social care systems for hundreds of customers nationwide.



The Department of Health Care Finance (DHCF) administers **Washington D.C.**'s Medicaid program and oversees the D.C. Health Information Exchange (DC HIE) marketplace.

MyHealth Access Network is **Oklahoma**'s non-profit health information network, which ensures that every Oklahoman's complete health record is securely available where and when they need it for care and health decision-making.

# Thank you!

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# Appendix

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# Idaho Health Data Exchange



## Civitas Networks for Health 2022 Annual Conference

Improving health equity through  
social needs tools: HIEs and  
community providers innovating to  
share data and address both medical  
and social needs

August 24, 2022

Craig Jones is the Chief Medical Officer for the Idaho Health Data Exchange (IHDE), Idaho's designated statewide health information exchange (HIE). IHDE serves as a trusted neutral entity for sharing, aggregation, and use of health information by stakeholders across Idaho. To better address Health Related Social Needs (HRSNs), and provide citizens with more complete whole person care, IHDE has integrated a social needs platform (Findhelp) as part of its HIE offerings. Providers can move between the IHDE portal and Findhelp to conduct assessments, search for services, initiate referrals, and share care plans with community based organizations (CBOs) and providers of social support services. The public facing portion of the platform is available to citizens and providers statewide to assist with connection to services. To drive adoption and improve services, IHDE has established a statewide shared learning collaborative with participation by providers, payers, and CBOs.

# Deniz Soyer



The Department of Health Care Finance (DHCF) administers Washington D.C.'s Medicaid program and oversees the D.C. Health Information Exchange (DC HIE) marketplace

## State Health IT Coordinator

DHCF leads digital health policy and strategy as well as implementation of HIE services across D.C.

## Regulator

DHCF regulates HIE and manage the registration and designation process for HIEs operating in D.C.

## Strategic leader and convener

DHCF convenes stakeholders through the DC HIE Policy Board and elsewhere to remain responsive to evolving digital health needs

## Funder and Partner

DHCF leverages local and federal funds to support HIE infrastructure and partners with other health and human services cluster agencies to collaboratively sustain HIE

## Addressing social needs through the Community Resource Information Exchange (CoRIE) Initiative

CoRIE supports 3 technical functionalities through DC HIE infrastructure that enable...

- 1 **Screening for social risks** and share dispositions
- 2 **Resource lookups** through centralized community inventory
- 3 **Referrals** to appropriate community and support services

- **Vendor Agnostic** approach enables screening and referral information to be shared and displayed regardless of how it was collected
- **Interoperable System** digitally connects care partners through the DC HIE health data utility, provides shared services across the region, and fosters a culture of shared responsibility for ensuring the availability of actionable information
- **Public-Private Partnership** committed to supporting and sustaining technical solutions and enabling coordinated whole person care across health, human, and social service providers in the District.

# CRISP DC



# Discussion Questions

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1. How can community-based tools and platforms be incorporated into HIE (Health Information Exchange) service offerings?
2. How can community services integrate with healthcare providers to build a sustainable network?
3. What benefit does linking social needs and healthcare needs provide for both the payers and patients utilizing these services?
4. How has your organizations adapted these services to best meet the unique needs of differing communities (regionally or nationally)?
5. What are effective strategies for enhancing adoption of platforms that support better coordination between healthcare and community-based services?
6. Did your community elevate a specific issue that drove the incorporation of the tools/platforms?
7. How does your organization define equity, and how are you measuring progress?