Community Information Exchange
To improve health and advance equity in our region

Community members have to navigate many systems to access the care and services they need to be healthy. This is difficult – sometimes impossible – because there is little coordination between or within our medical, behavioral health, government and social services systems.

We have the opportunity to change that.

Several states and regions around the country have established Community Information Exchanges (CIEs) across agencies and sectors to address social determinants of health and deliver whole-person care. These communities are achieving impressive results. With support from HealthierHere, organizations across King County are now coming together to design, develop and launch a CIE for our region.

What is a Community Information Exchange?

A Community Information Exchange (CIE) is a network of cross-sector partners (e.g., social service, community, tribal, government, physical and behavioral health providers) who commit to coordinating care so that individuals have better access to the care and supports they need to improve their health.

Partners access a network database where they contribute to a single longitudinal client record, share information and make bi-directional referrals.

Individuals benefit from
- quicker connections to appropriate services
- no wrong door
- telling their story only once
- shared decision-making
- better connection to culturally and geographically appropriate care

Health and Social Service Providers benefit from
- better awareness of community resources
- network for improved cross-sector coordination
- streamlined referrals and information sharing
- less duplication of efforts
- access to outcome data to inform plans and assess impact

Our Community benefits from comprehensive data *that will*
- drive more informed and equitable allocations of resources
- highlight opportunities to use resources more effectively and reduce total cost of care
- identify unmet needs and barriers to address
- inform community planning, policy and investment

What is our region doing about Community Information Exchange?

HealthierHere researched CIE and convened stakeholders to confirm need for and interest.

Cross-sector organizations are now collaborating to shape CIE via community-clinical coordination activities and workgroups focused on legal framework and data and technology needs.

Our community will build a sustainable CIE with a multi-year, phased approach that includes communitywide investment and collaboration. Implementation will start small and scale up.

How can I join this exciting community effort? We are currently seeking:

- ❑ Legal expertise in privacy and confidentiality laws to assist in consent management and information sharing protocols
- ❑ Data and technology expertise to assist with evaluation and implementation
- ❑ Financial resources to support start up for CIE design and launch
- ❑ Business expertise to help develop a sustainable "public utility" model for ongoing costs