

## DxF Community Design Studio in Action: Improving ECM Referrals and Care Coordination

The DxF Community Design Studio launched its first use case development workshop with Los Angeles-area partners centered on CalAIM, California's Medi-Cal Transformation. The Community Design Studio enabled partners in the same region who serve the same members to innovate new and enhance existing data exchange partnerships. To meet CalAIM requirements, organizations identified new pathways for seamless, timely, data exchange. Designing these pathways to fully realize the promise of CalAIM requires cross-sector communication and collaboration among many different entities.

In Los Angeles County, an Enhanced Care Manager (ECM) provider presented the DxF Community Design Studio with data sharing concerns impacting their ECM delivery to Medi-Cal members with complex health and social needs, including:

- Hospital admission and discharge notifications were consistently missing key data elements such as discharge diagnosis, discharge ICD-10 code and discharge disposition (i.e., where patient was discharged to, such as home, SNF, etc.);
- Inconsistent methods of transitioning care from one provider to another, and;
- A disjointed, often manual process for sharing ECM Care Plans with Medi-Cal managed care plans and other provider organizations.

By utilizing a human-centered design approach, the team developed a use case around a fictitious woman in Los Angeles in need of support with chronic health conditions and imminent homelessness. The use case chronicles her journey from timely enrollment into ECM services to receiving coordinated benefits with corresponding quality care coordination all along the way. In addition to the ECM provider, the design process included a Qualified Health Information Organization (QHIO), Managed Care Plans (MCPs), and a hospital provider group. Having a diverse group of organizations allowed for productive dialogue and actionable recommendations.

### PROCESS

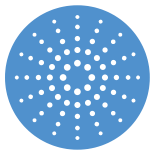
Over the span of 10 weeks, the DxF Community Design Studio hosted six sessions with the participants. During the sessions, C4BH guided the organizations through collaborative discussions that defined a business case, created a use case with all necessary components (personas, person story, assumptions, pre/post-conditions), developed functional, system, and information requirements, and reviewed issues, risks, and obstacles that should be considered prior to implementation.

## Results

In addition to providing concrete guidance towards more efficient, timely, and cost-saving next steps, the Community Design Studio produced helpful insights and materials that are now available to others. For those looking to introduce new CalAIM ECM services or seeking ways to optimize existing systems and workflow, the findings from this Community Design Studio offers multiple insights and mitigates the need for organizations to "start from scratch." Post Community Design Studio references include:

- Complete User Story that chronicles the care-journey for an individual that is eligible and engaged with an ECM provider. The User Story identifies every actor that is involved in the care-journey, documents system-level assumptions, and outlines data flow between and among organizations.
- Data Requirements with regulatory, legal and standards compliance considerations
- Issues and Risks used to mitigate implementation planning
- Synthetic Data for use case validation

**"I felt inspired by the potential of the impact of this project on the future of our program." - ECM Provider Participant**



# Connecting for Better Health

Advancing data sharing to improve the health of all Californians

## Design Studio Findings Available To All

### Data Variability

To solve the problem of data variability of ADTs and discharge summaries, the Community Design Studio developed data set requirements to streamline implementation and delivered a validation report showing how the data in the use case complies with data set requirements. In addition, ADT notifications were delivered through a range of methods causing inefficiency. We recommended that the ECM provider integrate some of the sources with its CRM system.

### Timeliness of Data

To solve the problem of timeliness of discharge instructions for patient follow-up, the Community Design Studio highlighted the importance for the QHIO to accelerate their connection to the national data exchange network, allowing the ECM provider to request relevant data that is not routinely captured by the QHIO.

### Workflow Inefficiencies

To solve inefficiencies in workflow differences across data sources, the Community Design Studio identified the QHIO as the custodian of ECM care plans, enabling immediate access to care plans and reducing the time consuming practice of individual ECM provider outreach.

### ECM Enrollment

To address the recurring obstacle of assigning a patient to ECM in a timely manner or accidental double-enrollment, the Community Design Studio identified the opportunity for the QHIO to include health plan and ECM enrollment as part of the patient record members are enrolled in and which services they are already receiving.

## Interested in Participating in a Community Design Studio?

Utilizing human-centered design, the design studio is open to all California organizations interested in working collaboratively with their peers and partners to develop a priority use case aligned with the DxF that can be put to use immediately. Prior to and in between sessions, C4BH provides support by conducting interviews, developing network maps, documenting use case requirements, and producing corresponding test data.

## About Connecting for Better Health

Connecting for Better Health (C4BH) is a non-profit coalition dedicated to advancing health and social data sharing to improve the health of all Californians. We share a vision that every Californian and their care team will have the information and insights they need to make care seamless, high quality, and affordable.



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