

# Civitas Webinar 4medica & San Diego Health Connect

January 29, 2024



# Agenda

## Welcome & Introductions

- Jessica Little, Vice President, Business Development and Programs, Civitas Networks for Health

## Speakers:

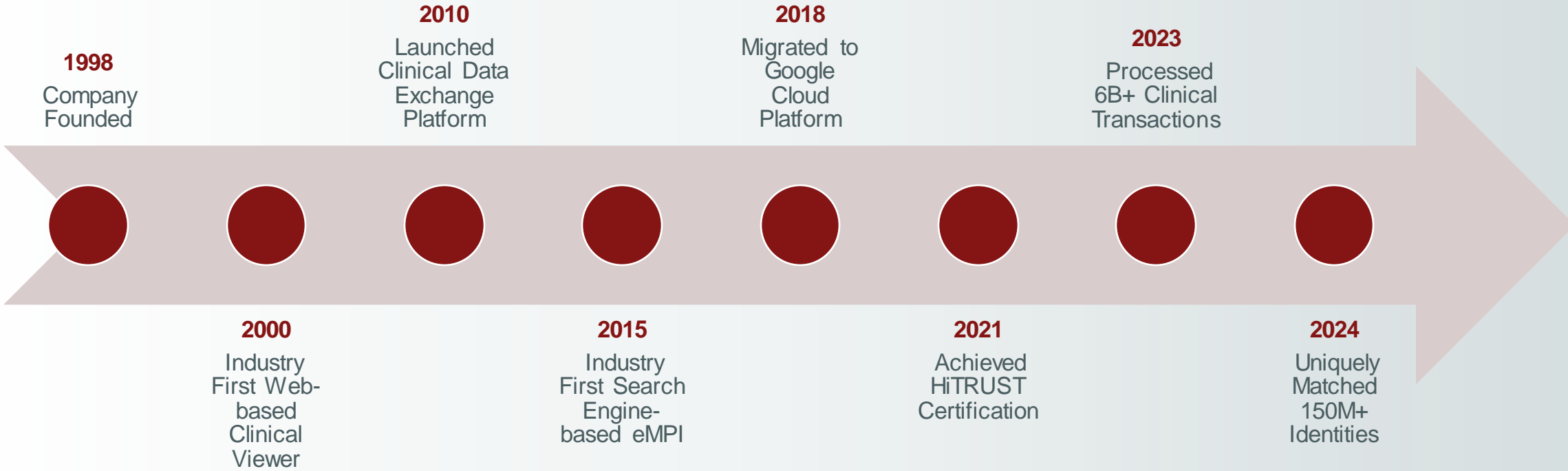
- Gregg Church, President, 4medica
- Laura Young, Executive Director, San Diego Health Connect
- John Ehrhart, EMS Manager

**We Make  
Health Data  
Accessible,  
Actionable  
&  
Useful.**

# Housekeeping

- All participants are muted
- To ask a question to be answered by speakers:
  - Use the “Q&A” box found on the bottom of your screen
  - We will address as many as possible after the presentations
- For help with technical difficulties and non-speaker questions:
  - Use the “chat” box and we will respond as soon as possible

# About 4medica



Google Cloud



# 4medica Data Quality Stats

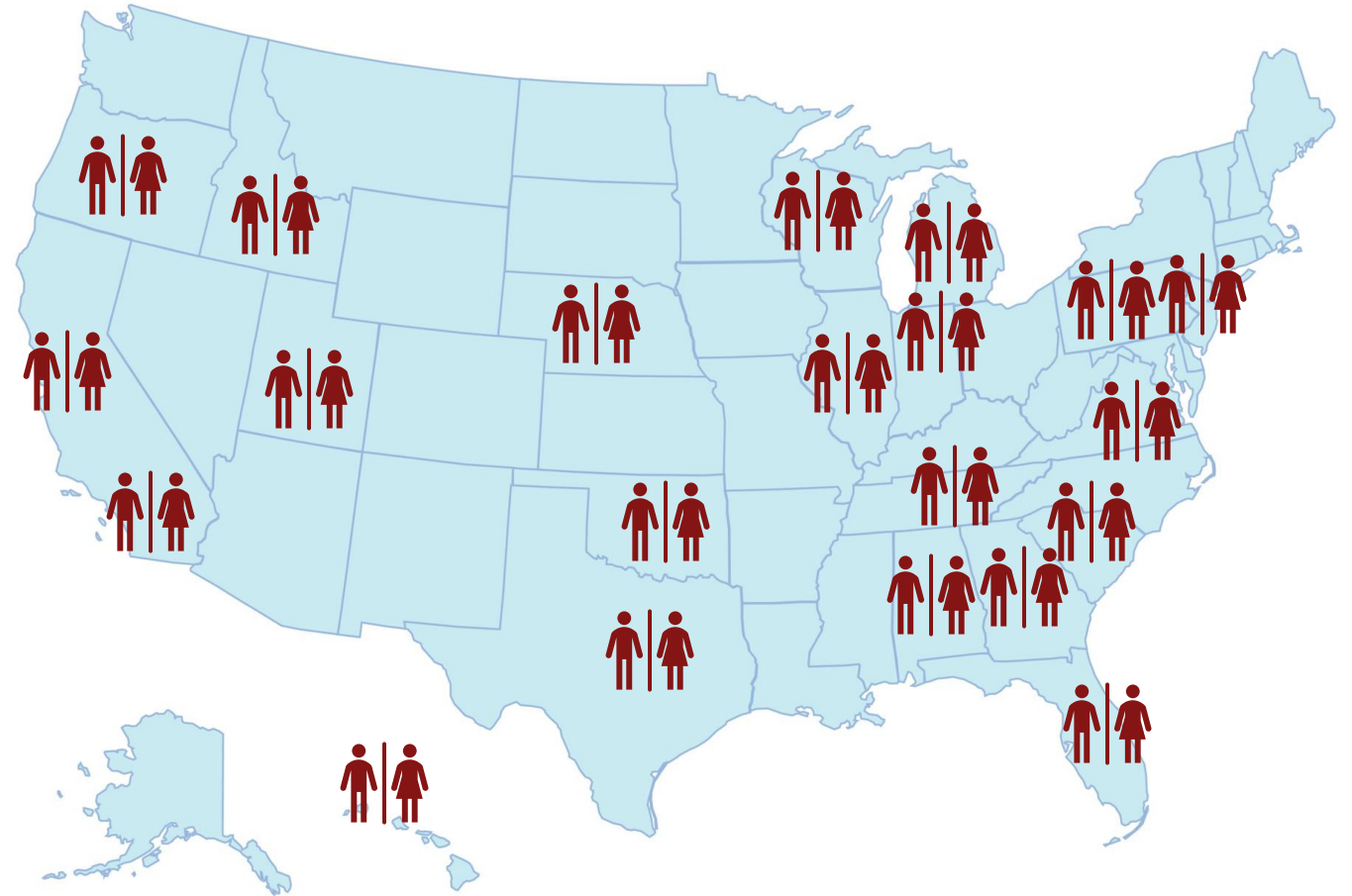


# 4medica MPI Matched Identities for Better Health Data Quality

- **# of Identities Matched:** 150,000,000
- **Industry Avg. Duplication Rate:** >20%
- **4medica Avg. Duplication Rate:** <3%

## Top Data Quality Issues

- Organizational addresses used for patients.
- Fictitious addresses and phone numbers such as “123 Need Update” or 999-999-9999.
- Lack of demographic attributes used for matching (i.e., phone, email, address, and SSN).
- Human error during registration; (i.e., transposed DOBs, misspelled names, addresses, transposed phone numbers).
- Lack of Race and Ethnicity for creating viable stats for SDOH and health equity.





SAN DIEGO  
HEALTH CONNECT



# Introduction to San Diego Health Connect



# San Diego Health Connect

## Our Philosophy

We are where the future of healthcare is connected for San Diego and Imperial Counties. As an HIE organization, we are committed to advancing the way healthcare data is shared, managed, and utilized to improve patient care and the overall well-being of communities.

## Our Mission

To foster collaboration within the San Diego healthcare community by connecting patients, providers, and organizations with vital health information to enhance care coordination and improve outcomes.

## Our Vision

We envision a healthcare community in San Diego that is interconnected, efficient, and patient-centric, promoting better outcomes and reduced healthcare costs.



# San Diego Health Connect

SDHC became an independent non-profit organization serving Southern California.

SDHC officially affiliated with 211 San Diego, with 211 San Diego acting as the parent organization to the HIE.

2023

SDHC receives official Qualified Health Information Organization (QHIO) Designation

2022

2013

2010

We began as the San Diego Beacon Community—an effort to improve healthcare in the San Diego community spearheaded by the University of California.

TBD

# HIE Features

San Diego Health Connect facilitates real-time exchange of critical health data through our solutions.



Clinical Query Portal



Event Notifications (ENS)



POLST Registry



Social Drivers  
for Health



Public Health Reporting



Closed Loop  
Referrals



EMS/SAFR Hub



Direct Secure Messaging

# EMS Hub (SAFR)



## Search

- Match identity of 9-1-1 patient against MPI.
- Retrieve clinical data relevant to care: history, allergies, medications, POLST documents.
- Identify locations of care.



## Alert

- Pre-arrive patient at receiving hospital
- Stream data to expected patient: care note, discrete vitals, EKG images
- Record is used during registration creating longitudinal care record prehospital to hospital.



## File

- Final EMS record of care is automatically incorporated in patients record on EMR when completed.
- Automation of traditionally manual process.



## Reconcile

- Patient demographics and payer information automatically shared back to EMS agency.
- Patient clinical outcomes shared back to agency as available.

# Beyond SAFR

Care Team Notifications



EMS Hub (SAFR)



Community Information Exchange



# Facilitated Discussion led by Gregg Church, President, 4medica

Gregg Church leads discussion with:

- Laura Young, Executive Director, San Diego Health Connect
- John Ehrhart, EMS Manager

# Questions & Next Steps

For Additional Information, Please Contact Gregg Church

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