



## New Global Flags: **Unhoused-Housing Insecure** *A pilot effort for interested housing programs*

### **Background**

The Oregon Health Authority (OHA), Oregon Health Leadership Council, HIT Commons and Collective Medical currently partner to support the Emergency Department Information Exchange (EDie) and its companion tool, the Collective Platform in Oregon (see [HIT Commons](#) website).

EDIE and the Collective Platform provide hospital event notifications to bring real-time ED, Inpatient, and Post-Acute Care Admit, Discharge, and Transfer (ADT) data to connected partners. In addition to utilization alerting, Collective users also may see patient information such as: security alerts, care guidelines entered by the patient primary care home, Physician Orders for Life Saving Treatment (POLST) forms, patient care plans, and contact information for case managers.

The Collective network is in use statewide in Oregon and adoption continues to grow. All hospitals with emergency departments (excepting the VA) in Oregon are live with EDie. All of Oregon's CCOs receive hospital notifications through the Collective Platform, as do most major Oregon health plans, many ambulatory clinics, several tribal clinics, and all of Oregon's Dental Care Organizations. Behavioral health continues to be a major category of Collective users. All Type B Area Agencies on Aging and Aging & People with Disabilities, and Developmental Disabilities District offices are now using Collective.

### **Connecting Housing and Health Care**

Coordinating transitions of care from various settings comes with many challenges. These challenges are often compounded when the patient does not have a secure, stable home from which to recover or thrive. Health care providers play a key role in identifying opportunities for services and interventions that can significantly change the lives of patients who suffer from housing insecurity.

Housing providers have long relied on information systems commonly called Homeless Management Information Systems (HMIS) to track individuals who are seeking or who have sought housing services. By leveraging this information in targeted ways in the Collective platform, health care providers will be empowered to arrange appropriate follow-up and transitions of care planning post-discharge from a hospital or other care setting, or to refer to available housing services.



## How Housing Information Can be Shared

The Collective platform is a HIPAA-compliant network that communicates important information for providers, care coordinators and others who are actively treating or managing the care of patients.

In response to COVID-19, U.S. Department of Housing and Urban Development (HUD) released guidance on March 27, 2020 related to [HMIS Privacy and Security Standards and COVID-19 Response](#) which outlined several permitted uses for sharing housing data during an Infectious Disease Emergency Response.

With this HUD guidance, and for counties with existing contracts with Collective Medical, information can be shared from the Oregon Continuum of Care (CoC)—the statewide program designed to promote communitywide commitment to the goal of ending homelessness. Interested CoCs should reach out to Justin Keller at Collective Medical [justin.keller@collectivemedicaltech.com](mailto:justin.keller@collectivemedicaltech.com) to discuss data sharing and access options for your region.

Once data sharing agreements are reviewed and signed by CoCs and Collective Medical, a homeless client file is pulled by the county HMIS Administrator and securely sent and tested for client matching in the Collective network. Following a successful test, a regular schedule for file uploads will be put into production (e.g., weekly updates).

Collective Medical will use the information sent by the HMIS Administrator to attach an identifier to the patient record (known as a ‘flag’) to indicate that the client is served by a county CoC.

## What Information will be Shared: Unhoused-Housing Insecure Flags

HMIS data will be piloted on a county by county basis as data sharing agreements are approved.

**OR-500 Eugene/Springfield/Lane County CoC will be the first CoC to share data.**

Clients in this HMIS system will have a colored box or ‘flag’ visible on their patient record in the Collective Platform. The clients ‘flagged’ will be those on the Lane County Homeless by-Name list, which means that they are currently unhoused. There is also a second flag for those clients on the list who are Veterans.



[Click here to see an image of patient flag functionality](#)

*(Note: The link will direct you to the Collective Community help site (you will be prompted to create an account if you do not already have one) to view resources and tip sheets.)*

The hover over description on the two flags will include the following information:

**Flag #1 information:**

- **Flag Name:** Unhoused-Housing Insecure-Lane County OR
- **Description:** This client is identified as Unhoused or Housing Insecure in Lane County, OR
- **Attributed on:** *[date automatically entered by Collective Medical based on file upload date]*
- **Attributed by:** Lane County, Oregon - Homeless Management Information System (HMIS)

**Flag #2 information:**

- **Flag Name:** Homeless Veteran Flag -Lane County OR
- **Description:** This client is identified as a Homeless Veteran in Lane County, OR. Contact St. Vincent de Paul of Lane County, Supportive Services for Veteran Families at 541-225-5927 to coordinate (M-F 8am to 5pm)
- **Attributed on:** *[date automatically entered by Collective Medical based on file upload date]*
- **Attributed by:** Lane County, Oregon - Homeless Management Information System (HMIS)

The flags will turn on automatically in all Collective Platform portals and will be only visible to those who have an active HIPAA-covered relationship with the client.

## Unhoused-Housing Insecure: Additional Reporting

Collective Medical is also exploring providing a distinct portal instance for a limited set of CoC staff to view hospital encounter information on these clients as they seek care at facilities on the Collective network for COVID-related concerns. Presumptive COVID-related data based on diagnosis and chief complaint information is made available on the Collective Platform from hospital Admit, Discharge, Transfer (ADT) data feeds.

Lane County will be the first county to receive this instance of the Collective platform and Cohorts/Reports/Notifications will be set up so that authorized homeless services can review, triage, and make available the information per their organization's internal privacy policies.

Other organizations connected to the Collective Platform can request reporting based on these global flags as well.



## Questions

If your CoC would like to discuss data sharing with the Collective Platform, please email: Justin Keller [justin.keller@collectivemedicaltech.com](mailto:justin.keller@collectivemedicaltech.com)

If you have general questions about the Collective Platform use in Oregon, please email: [Liz@orhealthleadershipcouncil.org](mailto:Liz@orhealthleadershipcouncil.org)

If you have further questions about COVID-19, please visit the Oregon Health Authority website to access an FAQ and see the latest situational updates:

<https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/emerging-respiratory-infections.aspx>