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Transforming Social Care in Colorado:

The Colorado Social Health Information Exchange (CoSHIE)

Colorado Hospital Transformation Project (HTP) Symposium
June 11, 2025

Agenda

- OeHI and the Health IT Roadmap
- What problems are we trying to solve?
- Our Vision for CoSHIE
- Where We Are and Where We're Going
- Table Discussion
- Closing and Questions

OeHI & the Health IT Roadmap

OeHI and the Health IT Roadmap

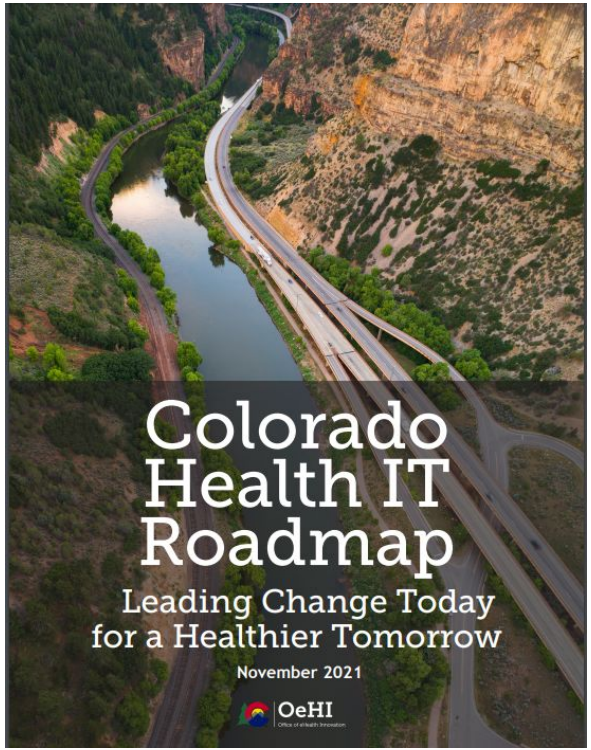
Our Vision:

- Accelerate technology-driven health transformation by aligning public and private initiatives to support Colorado's commitment to become the healthiest state in the nation.

CO Health IT Roadmap:

- The Roadmap defines a vision to transform Colorado's current patchwork infrastructure into a more integrated system.

2025 Health IT Roadmap



2021 Health IT Roadmap

What changed?

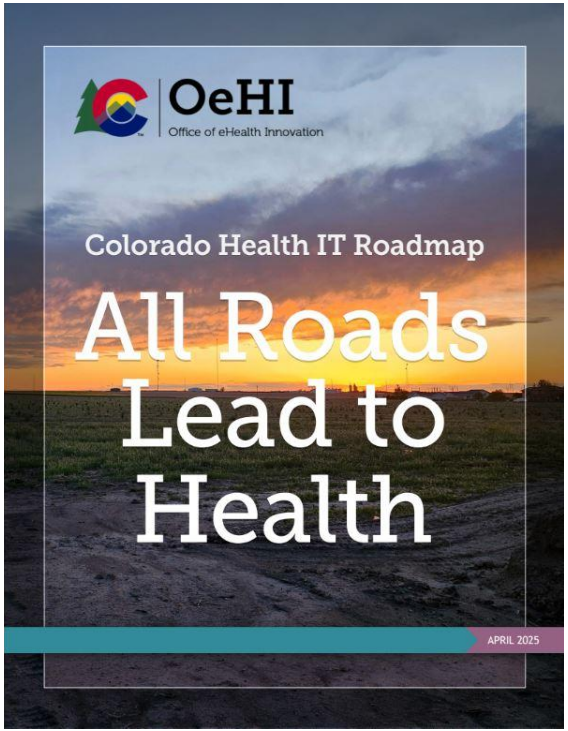
- Reoriented our goals, values, and principles
- Refreshed goals - focus on people, technology, and innovation
- Changed previous goals to objectives
- Revised values/principles
- Simplified strategy
- Created more measurable outcomes
- Aligned better with other state plans

2025 Health IT Roadmap

Goals

- Enhance community engagement in Health IT solutions
- Support secure and appropriate sharing of data
- Foster responsible innovation

[More information about the 2025 Health IT Roadmap available here]



2025 Health IT Roadmap

What problems is the CoSHIE trying to solve?

What problems is CoSHIE trying to solve?

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Social determinants of health account for over half of a person's health outcomes

- Factors like affordable housing, safe transportation, and the built environment have twice as much of an impact on a person's well-being as clinical care

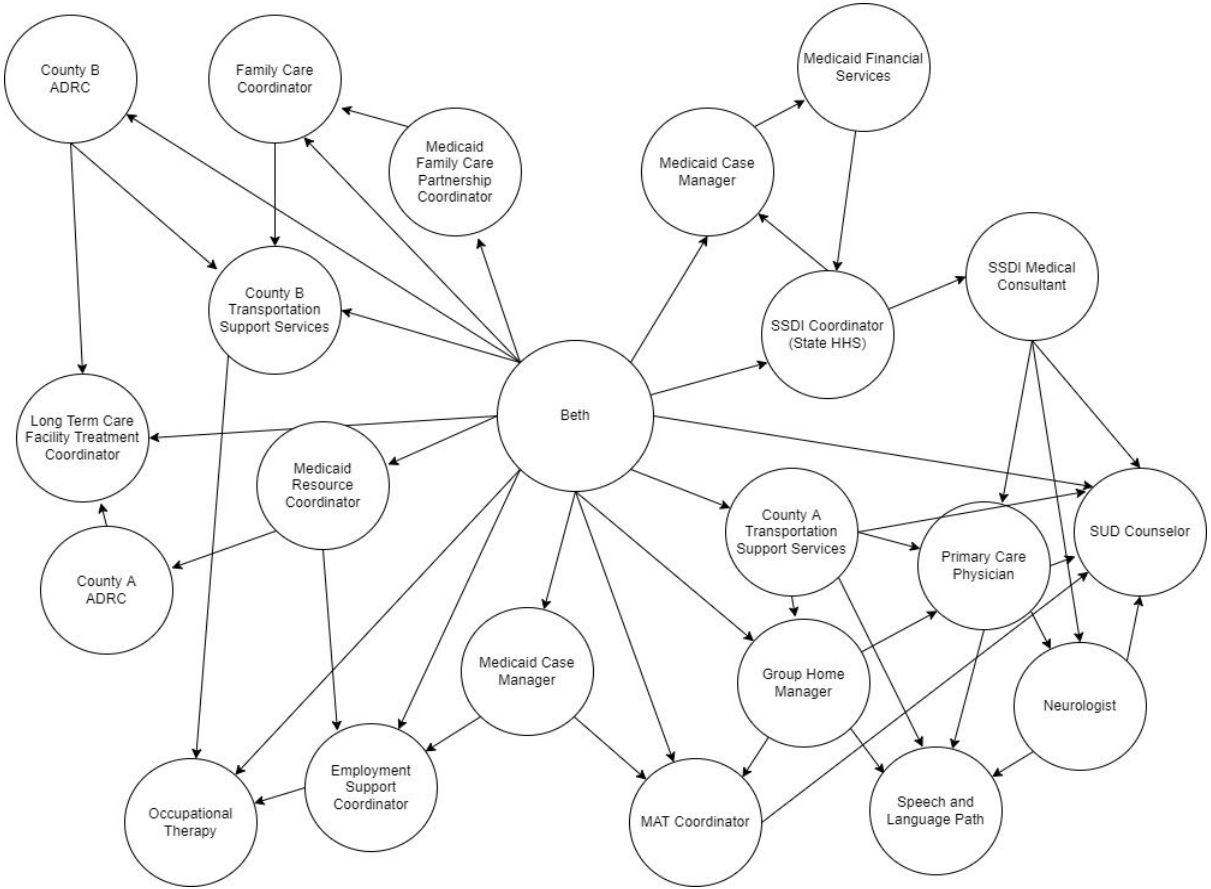
Current social care delivery is fragmented

- Data systems are siloed and providers rarely have the information they need in one system to make informed decisions about a client's holistic health

The burden of social care today lies on the person

- People have to recall traumatic experiences repeatedly, coordinate their own care, and repeat information to multiple providers
- Providers might issue duplicative referrals or unknowingly send clients on a wild goose chase

Current Ecosystem



Data silos disempower providers **and people.**

Our Vision for CoSHIE

Our Vision for CoSHIE

Two-Pronged Approach:

Statewide Unifying Architecture

- Build a network with a focus on interoperability and data governance, built upon existing regional successes - Contract with Resultant executed 11/14/2023

Regional Proofs of Concept

- Fund regional infrastructure and partnerships that are customizable to the priorities of the region

Goals of the CoSHIE

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For providers:

- Keep providers in their preferred system of record
- Reduce administrative burden → Less data entry, less duplication
- Improve access to resource information and overall, make it easier to deliver social care

For clients:

- Reduce duplicative screenings that can be traumatic and erode trust
- Reduce time spent on own care coordination
- Improve access to care

For Colorado:

- Streamline our networks
- Integrate state-owned systems
- **Move from analysis to action!**

What CoSHIE is not:

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A closed loop referrals platform

CoSHIE is not a replacement for a referrals platform → it's a data architecture that helps closed loop referrals platforms (and other systems) exchange data

A surveillance or research tool

CoSHIE is designed to understand and improve people's experience navigating the care ecosystem and store the minimum necessary data

A replacement or competitor to other HIT solutions

CoSHIE is a **complementary** data architecture

What CoSHIE is:

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Customizable and flexible

CoSHIE is not a one-size-fits-all solution and integrations are customizable to accommodate as many types of systems as possible

A ten-year development!

CoSHIE will be deployed in waves from 9/30/24 through 6/30/34

Vendor agnostic, modular, and modern

CoSHIE is designed to grow and change as the tech landscape evolves

Regional Proofs of Concept

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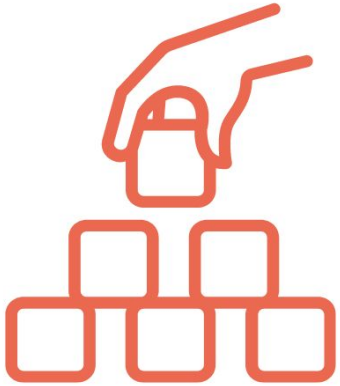

Build upon existing community networks

Equity-first & person-centered

Engage community members in development

Regional Proofs of Concept Priorities

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The proof of concept projects are focused on one of the following priorities:

- Building Community Partnerships to Support Individuals with Disabilities
- Connecting Individuals to Safe, Affordable Housing
- Reducing Barriers to Care for Individuals Navigating Substance Use Disorder
- Reconnecting Individuals Exiting Incarceration to their Communities

Where We *Are* & Where We're *Going*

2024 Accomplishments

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Release 1

- Core architecture development
- Accelerating Home & Community Based Services transitions referrals
- Integrating 211 community resource inventory (CRI) data
- Regional Proof of Concept RFA

Completed in 2024

CoSHIE Upcoming Releases

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Release 2

- Sharing member's housing needs with their care team
- Sharing member's housing voucher status with their care team
- Begin integrating the CoSHIE Regional Proof of Concept Projects
- Pilot normalizing data between 211 community resource inventory (CRI) and an external partner

Summer 2025

Release 3

- Continue integrating the CoSHIE Regional Proof of Concept Projects (ongoing)
- Continue piloting normalizing data between 211 community resource inventory (CRI) and an external partner
- Sharing member's SDoH Assessment data with their care team

Fall 2025

Release 4

- Continue integrating the SHIE Regional Hubs (ongoing)
- Informing care team of Medicaid member incarceration transitions
- Sharing social care referrals across platforms

Winter 2026

CoSHIE in Practice

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Connecting individuals to safe, affordable housing

Connecting CoSHIE to Your Work

Instructions

Activity:

- In table groups
- Spend 10 minutes
- Discuss the following questions

Table Discussion

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Discussion Questions:

- Think of a situation you or your team encounters in your daily work where you don't have the information that you need to support individuals with accessing social health services.
  - What specific pieces of information do you need?
  - What do you currently have to do to locate the information?
  - Is there another system or organization who has the information you need?

Closing

Future Opportunities

Recommendations Engine:

- Provide more customized information about resources that might be a good fit for clients

Leveraging AI:

- Use natural language processing models to normalize resource information across directories

Future-proofing our social care ecosystem:

- Modular ecosystem allows for more innovation → Can maintain infrastructure while also implementing new technologies
- Maintain ability to meet systems where they're at

How to Engage with CoSHIE

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Integrations and Use Cases:

- Reach out to OeHI to participate in discovery at gov_ask_oehi@state.co.us
- Consider ways that your organization can utilize CoSHIE and share those ideas with us

Continuous Learning:

- We want to engage and learn from your experiences!
- OeHI is committed to adjusting our approach, pivoting, learning as needed

Questions?

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Resources

- OeHI Care Coordination Website
- OeHI SHIE Website
  - Statewide Unifying Architecture Web Page
  - Regional Proof of Concept Web Page
- SHIE Bulletin Newsletter

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Thank you!

Please reach out any time!

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https://oehi.colorado.gov/