



# OeHI

Office of eHealth Innovation

# The SHIE Bulletin

## Working Together Towards Whole Person Health

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## Care Coordination the *SHIE* Way

Last month we introduced our SHIE brand foundations created in partnership with [Merritt+Grace](#). This month, we are showcasing the journeys of **Adrian** and **Vanessa**, two fictional people in Colorado who are accessing coordinated care services through SHIE. These personas have been created to illustrate how SHIE can help enable more effective care coordination.



### Meet Adrian and his daughter, Lucia!

**Adrian** is a 35 year old Latino male who is currently living in Pueblo, CO with his husband and



### Meet Vanessa!

**Vanessa** is a 42 year old white female who lives in Fort Collins, CO with a roommate with whom she also shares a laptop. She is

his 8 year old daughter, **Lucia**. **Lucia** is enrolled in Home and Community Based Services (HCBS) due to an intellectual disability that requires long-term support services.

**Adrian** is enrolled in Medicaid and is diagnosed with depression and multiple chronic health conditions. His family experiences food and transportation insecurity. Data privacy and security is very important to **Adrian**.

enrolled in Medicaid, she has been diagnosed with depression and substance use disorder (SUD), and she recently lost her job, so she is struggling financially.

In addition to food insecurity and a lack of reliable Internet access, **Vanessa** does not like or regularly use technology, which makes finding resources challenging. She also does not want information about her SUD to be shared with anyone outside of her SUD care team.

## Meet care coordinators Nadia, Allison, and Caroline!



Medicaid care coordinator  
Assigned to Adrian



Case manager  
for HCBS  
Assigned to Lucia



Medicaid care coordinator  
Assigned to Vanessa

**Nadia** is the Medicaid care coordinator assigned to **Adrian**, and **Allison** is the HCBS case manager assigned to **Lucia**.

**Caroline** is the Medicaid care coordinator assigned to **Vanessa**.

**Nadia**, **Allison**, and **Caroline** want to be able to efficiently connect their clients to the health services they want and need to thrive. Their current systems and workflows are very manual and time consuming, and it can be difficult to find the right resources and services for their clients.

## The SHIE Solution

SHIE would allow **Adrian** and **Vanessa** to both be quickly and easily connected to services through one point of contact - their care coordinator. **Nadia**, **Allison**, and **Caroline** would be able to review the needs of their clients and make closed-loop referrals to organizations that best meet their needs. **Adrian** would be referred to a telehealth diabetes management program, a home food

delivery program, and a transit voucher program. **Vanessa** would be referred to a primary care doctor, an SUD treatment program, a digital navigator program, and a food bank. Both would be referred to teletherapy and an affordable Internet program.

The efficient screening and referral process would result in a better experience for **everyone**. Thanks to SHIE's quick and secure connections, **Adrian** and **Vanessa** would have improved access to physical, behavioral, and social health services, increased affordability to those services, and increased equity.

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## Diving Deeper

For a closer look at Adrian, Lucia, Nadia, and Allison's journeys, [click here](#)

For a closer look at Vanessa and Caroline's journeys, [click here](#).

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## Get Involved!

These journeys illustrate just two potential ways in which SHIE can enable more effective care coordination, but the possibilities are extensive. In order to represent more SHIE journeys, we want to create and map out the journeys of additional user personas. If you have an idea for a population or service that you would like to see represented here, please email [gov\\_ask\\_oehi@state.co.us](mailto:gov_ask_oehi@state.co.us).



Additionally, in the future there will be ample opportunities for community partners to become involved in SHIE and to provide feedback about how SHIE should work. Keep an eye out for more information about that in this newsletter.

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*This newsletter was crafted by OeHI's SHIE team.*

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