



# Complex Care Startup Toolkit

[nationalcomplex.care/startup-toolkit](http://nationalcomplex.care/startup-toolkit) | June 2021

## Community mapping and collaboration: **Data sharing**

This document is part of the *Complex Care Startup Toolkit*, a practical collection of guides, templates, and other tools to launch and grow a new complex care program. Find the full toolkit at [www.nationalcomplex.care/startup-toolkit](http://www.nationalcomplex.care/startup-toolkit).

Data sharing and interoperability of data systems between organizations and sectors has the potential to make a big difference in the lives of individuals with complex needs. There are state and local regulatory and compliance hurdles that can be overcome to facilitate sharing and enable collaboration between organizations. Organizations across sectors are finding innovative ways to access and integrate data to improve service delivery and improve health and social outcomes.

### Key considerations

1. How does your organization share data with external partners and integrate the information to improve service delivery?
2. Health information exchanges can be powerful tools to foster data sharing and collaboration, but organizations often struggle with meaningful participation and use of these platforms.
3. Legal, regulatory, and technical obstacles to data sharing can seem insurmountable, but problem solving around challenges can serve to strengthen partnerships and broaden collaboration between organizations.
4. Are your forms and policies comprehensive and person-centered?

Below, find resources you can use as you work through each of these key considerations.



## Resources

**Key consideration # 1:** How does your organization share data with external partners and integrate the information to improve service delivery?

- **Community information exchange toolkit**  
This toolkit helps you to build a community information exchange.
- **Unlocking the value of data sharing: A look across five sectors**  
This guide helps you to implement multi-sector data sharing including organizations from healthcare delivery, governmental public health, social services, housing, education, transportation, community safety, community development, physical environment, and business/employment.
- **Unlocking the value of data sharing series: Housing and homelessness**  
This paper helps you to explore the value of sharing data with the housing sector, focusing on the specific stakeholder of public housing authorities.
- **Unlocking the value of data sharing series: Health care**  
This paper helps non-healthcare sector organizations to effectively engage and advance conversations with healthcare stakeholders about sharing data.
- **Cross-sector data in action**  
These case studies help you to implement best practices in multi-sector data sharing and collaboration.
- **Whole person care data sharing convening: Case studies**  
These case studies help you to understand the challenges of data sharing when intervening with individuals with complex health and social needs.

**Key consideration # 2:** Health information exchanges can be powerful tools to foster data sharing and collaboration, but organizations often struggle with meaningful participation and use of these platforms.

- **Building trust for cross-sector data collaboration**  
This brief helps you to understand 6 key strategies for cross sector data sharing and includes use-case examples from Chicago, Camden, Oregon, and SW Washington State.

**Key consideration # 3:** Legal, regulatory, and technical obstacles to data sharing can seem insurmountable, but problem solving around challenges can serve to strengthen partnerships and broaden collaboration between organizations.

- **Navigating legal parameters for cross-sector data collaboration**  
This guide helps you to navigate common legal issues that arise when data sharing between organizations.



## Key consideration #4: Are your forms and policies comprehensive and person-centered?

- **HIE policies and procedures**

This example helps you to create your HIE policies and procedures.

- **HIE participation agreement and BAA**

This example helps you to create your HIE participation agreement and Business Associates Agreement, which enables organizations to share information with a health information exchange.

- **HIE consent form**

This example helps you to create your individual consent form to a healthcare provider to access an individual's records in a HIE.

- **HIE consent form (Spanish)**

This example helps you to create your individual consent form to a healthcare provider to access an individual's records in a HIE.

- **HIE opt-out form**

This example helps you to create your individual HIE opt-out form.

- **HIE opt-out form (Spanish)**

This example helps you to create your individual HIE opt-out form.

- **HIE cancel prior opt-out form**

This example helps you to create your individual cancellation of HIE opt-out form.

- **HIE cancel prior opt-out form (Spanish)**

This example helps you to create your individual cancellation of HIE opt-out form.

### About the Camden Coalition of Healthcare Providers

We are a multidisciplinary nonprofit working to improve care for people with complex health and social needs in Camden, NJ, and across the country. The Camden Coalition works to advance the field of **complex care** by implementing person-centered programs and piloting new models that address chronic illness and social barriers to health and well-being. Supported by a robust data infrastructure, cross-sector convening, and shared learning, our community-based pro-grams deliver better care to the most vulnerable individuals **in Camden** and **regionally**.

The **National Center for Complex Health and Social Needs** (National Center), an initiative of the Camden Coalition, connects complex care practitioners with each other and supports the field with tools and resources that move complex care forward. The National Center's founding sponsors are the Atlantic Philanthropies, the Robert Wood Johnson Foundation, and AARP.