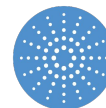




Designing Better Data Sharing for Aging in Community: Lessons from a Community Design Studio

February 24, 2026



Speakers



Carly Roman-Woo
Program Officer
Archstone Foundation



Stephanie Thornton
Policy Director
Connecting for Better Health



Toria Thompson
Design Studio Lead
Connecting for Better Health



Donna Benton
Director
USC Family Caregiver
Support Center (FCSC)



Molly Davies
President & CEO
WISE & Healthy Aging

Agenda

Topic	Lead
Welcome & Introductions	Stephanie Thornton, C4BH
Archstone Foundation Opening Remarks	Carly Roman-Woo, Archstone Foundation
Design Studio Overview	Toria Thompson, C4BH
Moderated Conversation: Community-Based Organization Perspectives	Toria Thompson, in conversation with Donna Benton, Molly Davies, and Carly Roman-Woo
Closing and Wrap-up	Carly Roman-Woo and Stephanie Thornton

Connecting for Better Health



Founded in 2021, C4BH is a coalition of providers, caregivers, health plans, patient advocates, innovators, and community based organizations working to improve the state's data sharing infrastructure with a goal of transforming health and social outcomes for all Californians.

Our Vision

Every Californian and their care teams have the information and insights they need to make care seamless, high quality and affordable.



 C4BH Website

Archstone Foundation Opening Remarks









Carly Roman-Woo
Program Officer
Archstone Foundation

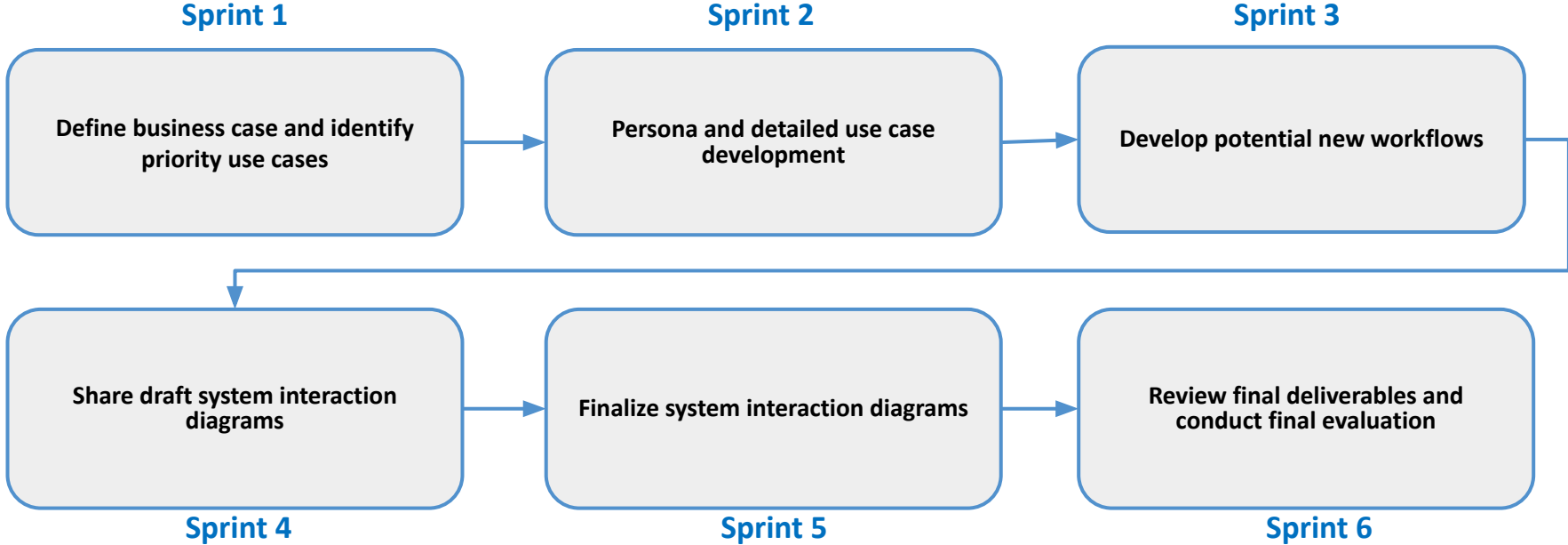


Design Studio Overview

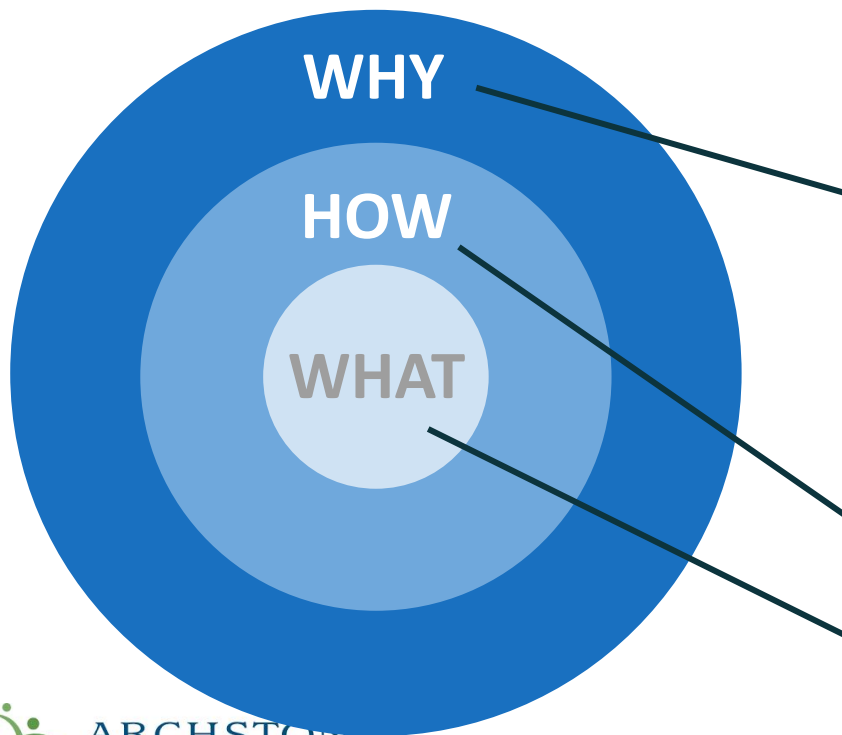
Archstone Design Studio: Participants

	<p>Little Tokyo Service Center (LTSC) is a Los Angeles non-profit that provides social services, community development, and cultural preservation programs in Little Tokyo and surrounding communities.</p>
	<p>Pathways is a community-based non-profit in the Greater Lakewood/Long Beach area providing free care navigation, hospice care, and bereavement support to individuals and families in need.</p>
	<p>Wise & Healthy Aging is a Santa Monica-based non-profit serving over 20,000 older adults and caregivers across Los Angeles County through programs that promote healthy aging, independence, and community connection.</p>
	<p>The Los Angeles Caregiver Resource Center (LA CRC), a program of the USC Family Caregiver Support Center, helps family caregivers in Los Angeles County manage the challenges of caring for older adults and adults with complex health conditions through guidance, training, and community resources.</p>
	<p>211 LA is a Los Angeles County-based non-profit that connects residents to health, human, and social services through its 24-hour call line, website, and community programs. The organization maintains the county's comprehensive database of over 50,000 local resources.</p>
	<p>Anthem Blue Cross of California is a health plan that offers affordable Medicare, Medi-Cal, medical, dental, and vision coverage to Californians.</p>

Archstone Community Design Studio Process



Use Case Approach: Let's Start with Why



While most ideas get spread because of the 'why'

What is the driving purpose of electronic data exchange? Why is it important to you? Why should we care?

Most of our time is spent explaining the 'what' and the 'how' of our ideas.

How is data currently being exchanged?

What is the problem you need to solve? What data infrastructure is needed to support it?

“How Might We” Vision Statements

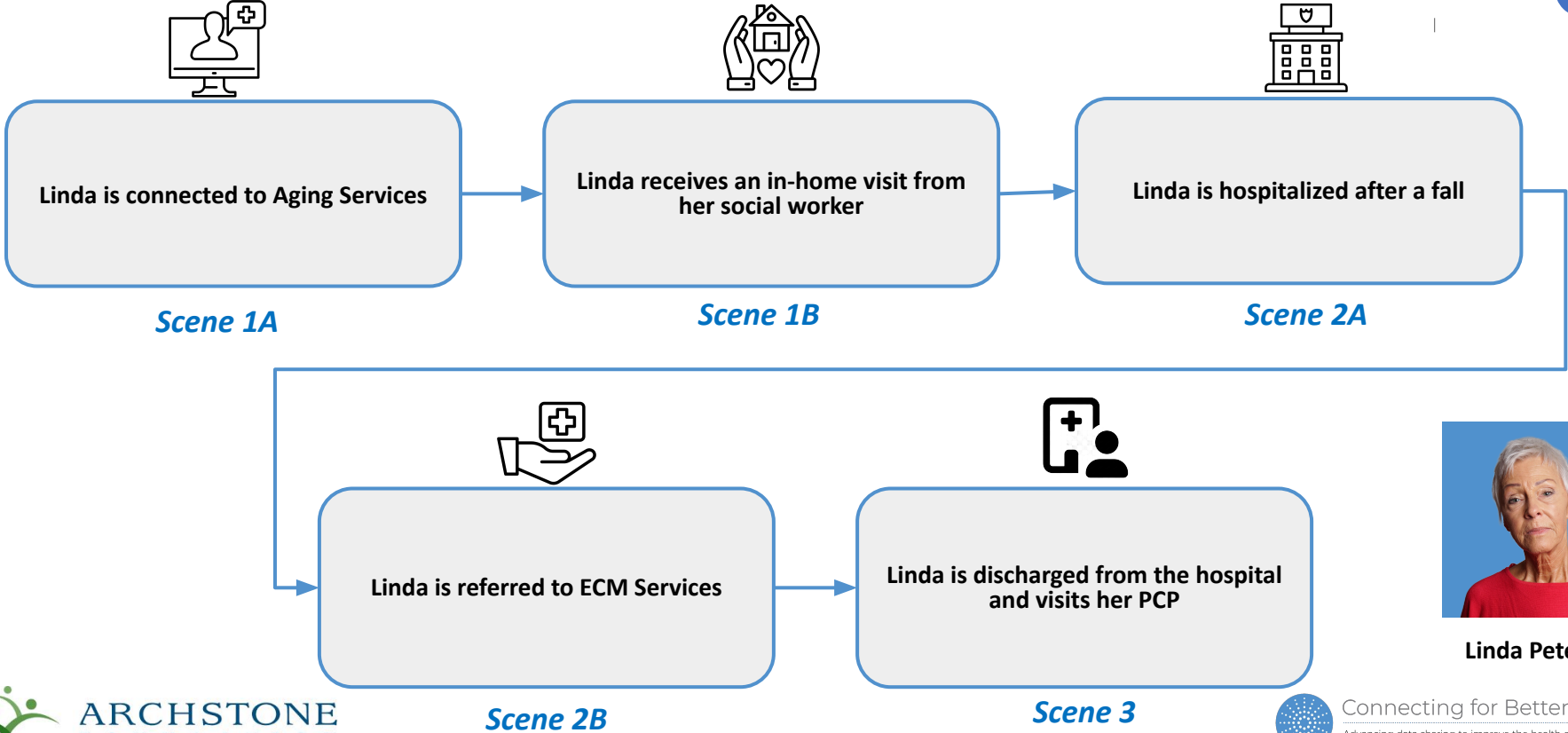
*“How can we envision **even small changes** to move from a system that older adults have a difficult time navigating to a **system that meets older adults where they are**, helping them understand their benefits and available services and helping the agencies that serve them **provide coordinated care**?”*

*“How can we encourage **patient collaboration between all stakeholders** and assure that we are going the distance for the patients?”*



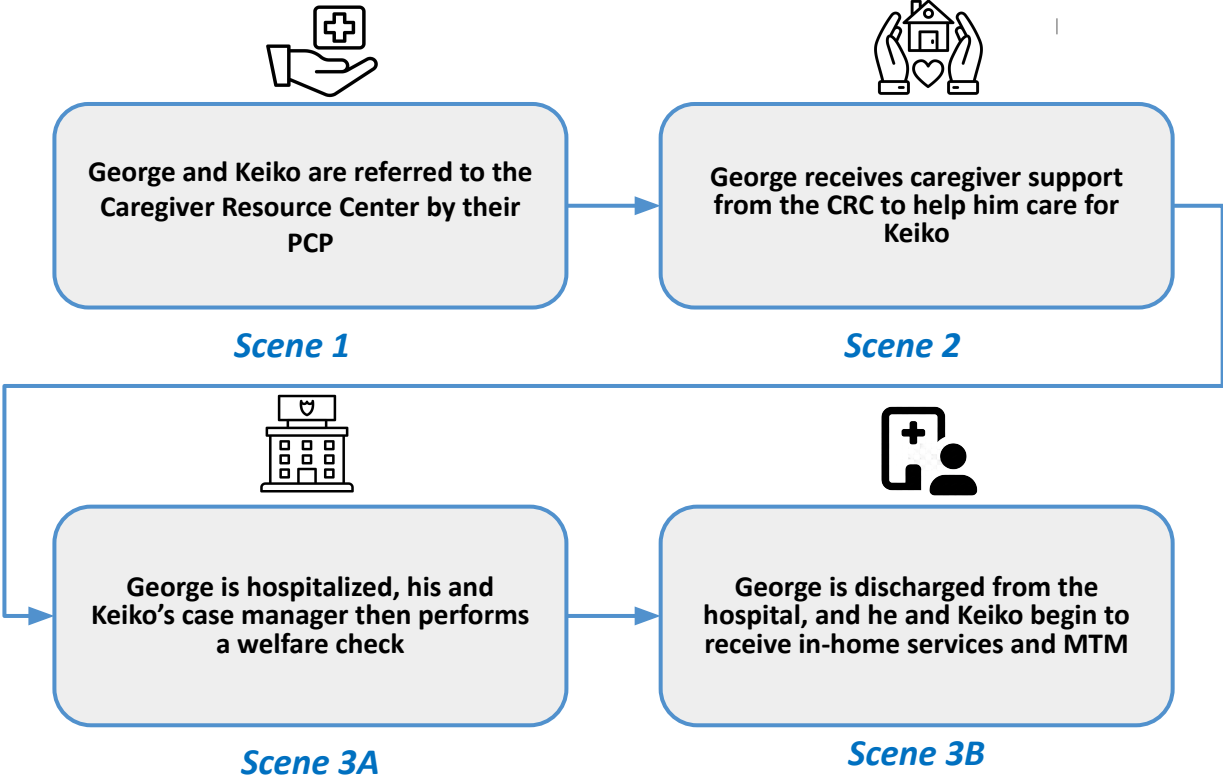
Use Case Review

High Level Journey of Linda Peterson



Linda Peterson

High Level Journey of George & Keiko Tanaka

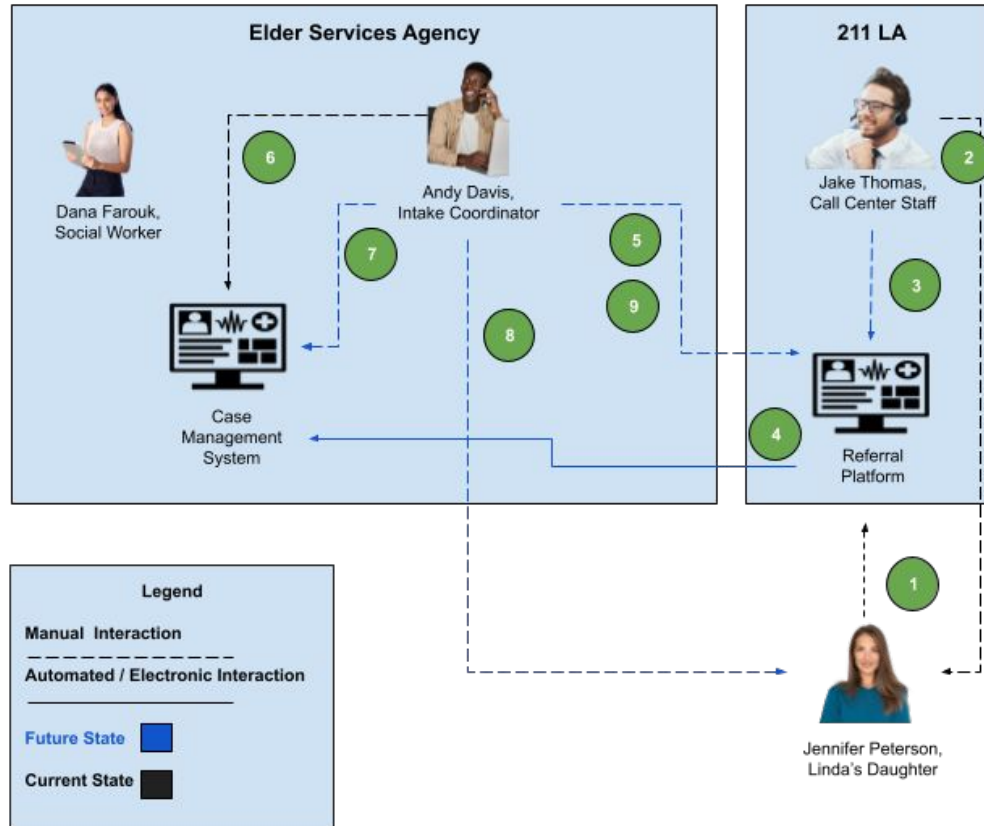


George and Keiko Tanaka

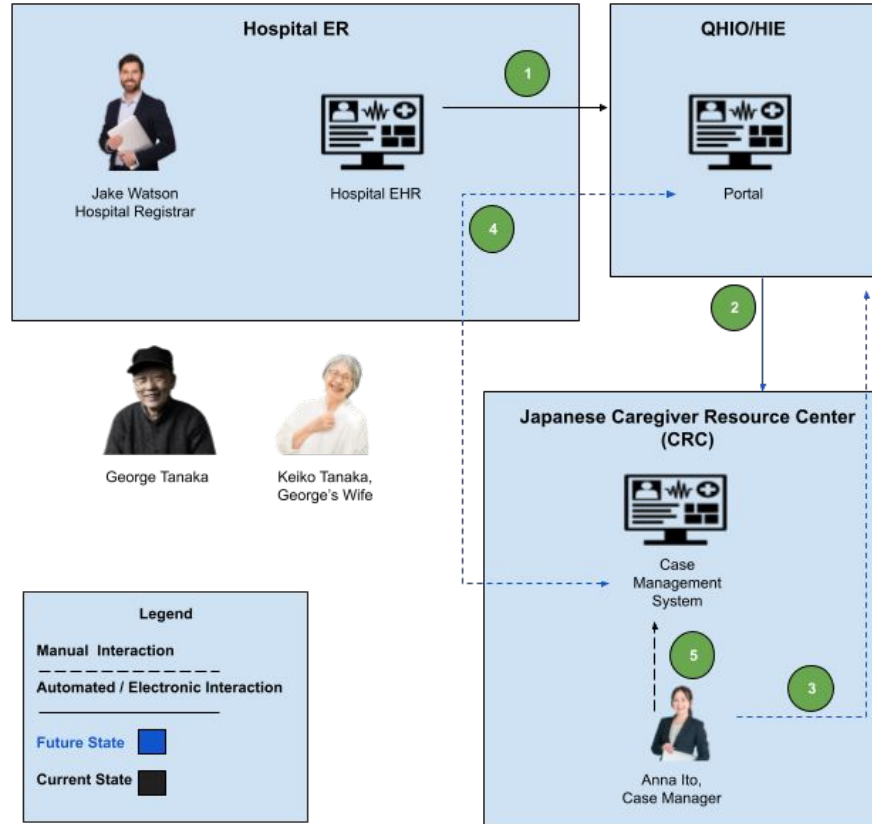


Use Case Diagrams

Linda Use Case Scene 1A: Connection to Aging Services



George Use Case Scene 3B: Hospital Discharge





Lessons Learned

Considerations unique to older adults



Data Sharing Burden & Responsibility

- Agencies, due to specialized knowledge and training, become a catch-all for other service providers but often lack the staffing and funding to provide this support.
- Increased knowledge leads to a sense of obligation among staff that they need to follow up.
- Sharers of information assume the agency will act on the information that has been shared.
- Clear roles and responsibilities are needed for information sharing protocols.



Data Sharing & Consent Requirements

- Agencies rarely share full patient assessments, unlike in healthcare.
- We need to define minimum shareable data without patient consent.
- Assessments are time-consuming, and sharing results often leads to redundant in-house assessments by other agencies, with no reimbursement for the assessing agency.
- Reviewing CA Dept. of Aging - Older Americans Act programs is necessary, as client consent may still be required for information sharing, even if a Data Sharing Agreement (DSA) is signed.



PCP Reluctance for Assessment

- PCP resistance to a full memory assessment is common, often due to stigma or viewing memory loss as normal aging.
- Patients may need to push for it but many are not great at advocating for themselves. This is where aging agencies come in.
- While an assessment of someone's cognitive impairment can create stigma, it can also provide the client with access to additional aging services and ultimately help them access necessary services.



Moderated Conversation: Community-Based Organization Perspectives

Panelists



Carly Roman-Woo
Program Officer
Archstone Foundation



Donna Benton
Director
USC Family Caregiver
Support Center (FCSC)



Molly Davies
President & CEO
WISE & Healthy Aging



Toria Thompson
DxF Sandbox Program Lead
Connecting for Better Health

Audience Questions

If you have questions for the panelists, please add questions to the Q&A Box at the bottom of your screen.

Thank You For Joining!

- Please complete the final poll before exiting the meeting.
- Please reach out to stephanie@connectingforbetterhealth.com with any questions.
- Visit connectingforbetterhealth.com to learn more and join our coalition.

[Access the Full Use Cases in the C4BH Sandbox](#)