



Community Health Record (CHR) User Newsletter October 2020

Dear CHR Users, Super Users, and Supervisors,

Welcome to our October CHR User newsletter. This month's newsletter brings you updates on improvements and enhancements that increase the CHR's value to your work, along with benefits for consumer care and links to useful resources. Topics include:

- The value the CHR brings to whole person care,
- New features / enhancements and other updates,
- Upcoming enhancements,
- Answers to frequently asked questions,
- Opportunities to develop your skills,
- Organizations with the most CHR users trained; and
- CHR usage stats.

If you are new to our mailing list and didn't receive the September issue, you can find it [here](#). We hope you find these updates helpful to your work and we appreciate your readership. You can also subscribe using the button at the bottom of this issue.

Top Three Organizations

As of October 12, the organizations with the most CHR users trained were:

- Bay Area Community Services: 108 users
- Alameda County Behavioral Health: 108 users
- LifeLong Medical Care: 64 users

Stories of Impact: How does the CHR support whole person care?

This month's story was shared by Alexis Chettiar, PhD, ACNP-BC, Co-Interim Medical Director, Project Roomkey, Alameda County. Project Roomkey hotels serve vulnerable consumers who are experiencing homelessness and are high risk for contracting COVID-19. AC Care Connect's Data Exchange Unit (DEU) team is training hotel registered nurses (RNs) to use the CHR to improve care for hotel guests.

As Dr. Chettiar shared, RNs use the CHR tool to improve the stability of medical care the

guests receive, to improve their overall well-being and set them up for success when they leave the hotels. Using the CHR to assess benefit status and eligibility helps RNs enroll guests in Medi-Cal to connect them with primary care providers, establish a medical home, and access wrap-around services. RNs also help guests complete the Information Sharing Authorization (ISA) form to give providers a better view of health status and need for additional services. For instance, the diagnostic information in the CHR helps RNs identify guests who have diabetes or hypertension and connect them with services to improve disease management. The RNs are also trained to document critical information in the CHR's Shared Care Plan to support care coordination and housing placement as well as identify need for legal or social services.

"In the past, we'd have to dig through backpacks to find scraps of paper that might have information on where an individual received medical care or any conditions they might have," said Dr. Chettiar. "Having access to the CHR is like turning on a lightbulb—you can see so much about the person's conditions and use of services which helps ensure they will be connected to health care in the community when they leave the hotel." Dr. Chettiar also commented on the various enhancements and customization that AC Care Connect has implemented in response to feedback from the RNs: "Being able to make adjustments, even if at the edges, to accommodate needs has made a critical difference in the utility of the tool."

We welcome your CHR success stories! Please contact our Helpdesk at CareConnectHelp@acgov.org or (510) 618-1997 to share your story.

What's New?

CHR survey update: next steps. Thanks to the responses of all who participated in our CHR user survey, we learned a lot about how the CHR is used and how it might be further improved. A key finding was that some organizations and programs need more support using the CHR. To address these needs we are:

- Restructuring the Super User Workgroup starting in January 2021 to include more advanced training topics: *Analytics, Using Lists for Panel Management, Data Sharing Best Practices, Alert Configuration, New User Setup*, and more! Email Carla Justice at cjustice@pcgus.com to receive an invite to join the CHR Super User Workgroup.
- Creating user-friendly videos that review the login and setup processes.
- Expanding the capacity of the Helpdesk and Super Users to include basic technical support.
- Expanding current CHR user support to include quick reference guides that explain how to use various features of the CHR.
- Developing case studies and capturing impact stories that illustrate ways the CHR is used to support whole person care.

Drawing on input provided by CHR users, we are making enhancements to the user

interface as mentioned in prior CHR User newsletters. We expect to complete the first round of changes by early 2021. See the [September CHR User newsletter](#) for a summary of the survey findings. We also plan to conduct quarterly surveys to monitor the impact of these and other enhancements and to capture feedback for ongoing improvements.

In addition to the improvements listed above, we made the following enhancements in September:

- Skilled Nursing Facility (SNF) data is now in the CHR.
- Easier upload of the ISA: Users can now attach multiple / additional documents when updating the ISA and uploading it to the CHR.
- FEMA shelter reports now include consumers' inpatient and emergency department (ED) visits. This information is found in the "latest visit column" which includes visit type, admit/discharge dates, and facility.
- Santa Rita jail data updates. Two new reports are available in the CHR: 1) jail census report, a listing of all consumers currently incarcerated and 2) a listing of incarcerations for each consumer (*if applicable*). This data is refreshed hourly.

Tips & Tricks

We have many helpful resources to make the CHR easier to use and navigate. New tip sheets and other resources are posted on [Elemeno](#) on an ongoing basis. (See also *Upcoming Trainings and Resources* below.) Some recent additions are listed below; click on the name of the resource to access it.

Desktop references:

- [CHR Desktop Reference](#)
- [Add yourself to a consumer's Care Team](#)
- [Edit Shared Care Plan](#)
- [Impact Moves](#)
- [Reset Password](#)
- [Self-Attribution](#)
- [Subscribe to/Create Lists](#)
- [Upload Documents](#)
- [Upload an ISA](#)
- [Housing Alerts & Reports](#)

Videos/Webinars:

- [Using The CHR For Care Coordination](#)
- [Housing Problem-Solving Overview](#)
- [Motivational Interviewing](#)

What's Next?

We continue to evolve and enhance the CHR. Here's what we're currently working on:

Demand for CHR training continues to grow. In our training Waves we teach staff from programs and organizations spanning a variety of sectors that are involved in providing care to enrolled consumers.

- **Wave 5 launched!** Spanning October through December, participants in Wave 5 include Building Futures' hotel staff*, AC Care Connect's Eastmont Collaborative at Alameda Health System's Eastmont Wellness Center, Roots Community Clinic*, Integrated Behavioral Health Programs from CHCN clinics*, and several substance use disorder (SUD) and mental health partner programs*. (Note: Those with an "*" are programs/organizations that are new to the CHR.)
- **Wave 6 planning is underway.** Wave 6 will launch in early 2021. We are working with

organizations/ programs to get their Data Sharing Agreements (DSAs) signed.

AC Care Connect staff to present at the Camden Coalition's [Putting Care at the Center](#) annual conference. Two AC Care Connect teams have been selected to host virtual exhibition tables at the conference:

- Jennifer Martinez, AC Care Connect Program Development Director, will present "Building a Social Health Information Exchange." Cristi Iannuzzi, Director of Strategy and Implementation of AC Care Connect's Data Exchange Unit, and Keira Armstrong, Senior Consultant for Health Care Improvement with Intrepid Ascent, will co-present.
- Bridget Satchwell, AC Care Connect System Outreach Manager, and Itta Johnson, Quality Improvement Unit lead and Director of Operations with external consulting firm Public Consulting Group will present "Care Communities."

Upcoming Training and Resources

We offer many ways to learn about the CHR and get your questions answered. These are tailored to your needs.

Already attended a training but need a refresher? This training is for you! This two-hour participatory session for current CHR users covers primary components of the data privacy framework and includes a demo of key "impact moves" in the CHR.

- Monday, October 19, 1 - 3pm; register [here](#).
- Friday, November 13, 1 - 3 pm; register [here](#).

Need quick support? Stop by our Elbow Support Office Hour for trained CHR users. No registration is required and you may drop in at any time during the zoom session. Office hours are the third Wednesday of each month from 11 am - 12 pm. The next two sessions are October 21 and November 18. Click [here](#) to join the zoom session.

Need additional support? Elbow Support sessions are opportunities for one person or small groups/teams of current CHR users to access additional support and training. Click [here](#) to schedule a session.

Missed a training? Attend a CHR make-up training for CHR users who have never been trained and are staff of a program previously onboarded. After completing the training, attendees receive their CHR username and password and are able to access the CHR. Wednesday, November 18, 1 - 4 pm: register [here](#).

New to the CHR? Click [here](#) to sign-up to onboard new programs to the CHR.

Missed a webinar? Recordings of past webinars are available [here](#).

Have ideas for webinars? Do you have a topic you would like us to review at an upcoming webinar? Send your ideas to careconnecthelp@acgov.org

New to Elemeno? Elemeno is an online platform containing tip-sheets, guides, videos, and other resources for the CHR and for services related to Care Management, Health Plans, Housing, Mental Health, Primary Care, and Substance Use Disorder Treatment. Use the self-registration feature by clicking "First time? Create an Account" and entering your organization email [here](#).

Data Corner

CHR User training statistics:

- 687 persons have been trained as CHR users and have CHR user accounts.
- 33 new CHR users were trained in September.
- To date, we have conducted trainings for CHR users in a total of 26 organizations/programs.

Questions?

Contact the AC Care Connect Help Desk at:
CareConnectHelp@acgov.org or (510) 618-1997

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