



Community Health Record (CHR) User Newsletter November 2020

Welcome to our November CHR User newsletter! Here you'll find updates on improvements and enhancements to increase the Community Health Record's (CHR's) usefulness to your work and benefits to consumer care, and links to useful resources. Topics include:

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

If you are new to our mailing list and didn't receive prior issues, you can find them [here](#). We hope you find these updates helpful to your work and we appreciate your readership.

Top Three Organizations

As of November 13, the organizations with the most CHR users trained were:

- Bay Area Community Services: 129 users, a 19% increase over last month!
- Alameda County Behavioral Health: 110 users
- LifeLong Medical Care: 69 users

Impact Story: How the CHR is being used to support whole person care

Your stories about the Community Health Record (CHR) as a tool for coordinating care and improving health outcomes are inspiring. This month's story was shared by Amory Knut, Peer Support Specialist with [Bonita House](#).

Amory's client was in the emergency department (ED) at [Alameda Hospital](#) due to a serious medical condition. The client was a very vulnerable elderly woman who was unhoused, had complex medical needs and frequent ED visits, and had previously not been receptive to receiving services. At the time, Bonita House's In-Home Outreach Team (IHOT) was under pressure to close similar client cases due to their over-extended case load. Amory had

collected the Information Sharing Authorization (ISA) for this consumer and added himself to the Care Team in the CHR. As a result, the hospital social worker contacted Amory when the client was admitted to Alameda Hospital, which is a member of [Alameda Health System](#) (AHS). Because the client was willing to receive services, Amory was able to advocate with AHS to keep the patient long enough for him to set up care coordination with [Bay Area Community Services](#) (BACS) and [Roots Community Health Center](#). A BACS provider met the client at the hospital and she consented to receive services.



“This was a major break-through,” said Amory. “This client had been very difficult to engage before this visit. Now she is receiving needed services. Being able to view hospital and emergency department admissions in the CHR, as in this case, has been very helpful. I’m very pleased with the outcome of this case, and the CHR played a pivotal role in achieving this end result.”

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?

Important update: Improvements to the Special Permissions section of the Information Sharing Authorization (ISA). This month AC Care Connect introduced a new, updated ISA form (ISA 2.0). The changes are to the section where consumers indicate that they read the special permissions section for sharing mental health treatment information and HIV test results. In the prior version (1.0) consumers needed to put their initials next to both types of information to confirm that they *read* the section. If they wanted the information shared, they also had to check a box next to the type of information they wanted shared. The new ISA form does not require initials. The consumer can simply check a “yes” or “no” box to indicate whether they give permission to share each type of information. The new form along with detailed instructions on how to complete it can be found on [Elemeno](#).

Important Note: After January 31, 2021, the old ISA form will no longer be accepted.

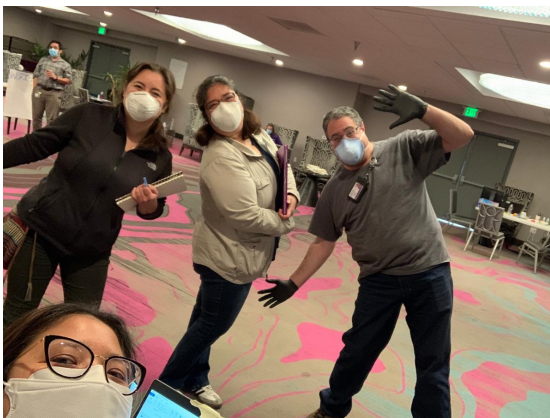
Client Story: How the ISA supports care coordination and delivery of whole person care. Kelley Halvorson, MSW, Service Coordinator with [Abode Services Housing Tenancy Sustaining Services](#), shared a story of a client that highlights the value having a signed ISA. The client has diabetes and possible Traumatic Brain Injury (TBI) which can complicate management of diabetes. He was having a hard time maintaining relationships with medical providers because of his often-aggressive behavior. After working with him over several months, Kelley gained his trust and he signed an ISA. Now Kelley is able to view all of his clinical information in the CHR, which she says *“has been helpful in coordinating his care because I can see which other providers he’s seen and we share basic information with each other and provide appropriate services to the client.”* Kelley discussed how the client *“often has medical issues and shows up at the emergency department [ED]. In these instances, he may be confused and act out. I’ve set alerts in the CHR so I know when he is in the ED and*

can help him calm down and try to get him home safely after he's discharged."

Update on actions to address the CHR user survey findings. We continue to work on enhancements to the CHR in response to your feedback in your responses to our August survey. (See the [September CHR User newsletter](#) for a summary of the survey findings.) In November we continued our work to:

- Restructure the Super User Workgroup starting in January 2021 to support an expanded role for Super Users: This will include providing more advanced training topics and supporting Super Users in expanding their knowledge and skills to provide basic technical support for CHR users at their organizations. Starting in January, attendance at Super User work group meetings will be strongly encouraged. Email Carla Justice at cjustice@pcgus.com to receive an invite to join the CHR Super User Workgroup.
- Reengage with leadership at partner organizations to share progress and challenges related to CHR implementation: In early 2021, we will launch a communication to provide regular updates to partner organization leadership on how the CHR is being used by their staff and providers and to offer suggestions on ways to increase the value of the CHR for consumers and clients.
- Expand technical capacity of the Helpdesk to provide increased direct support to end-users.
- Expand current CHR user support to include quick reference guides that explain how to use various features of the CHR: See *Tips & Tricks* section below for links to these guides.
- Develop case studies and capture impact stories that illustrate ways the CHR is being used to support whole person care: We are featuring these stories in our newsletters and other communications so CHR users can learn about the many features and functions of the tool from each other.

The CHR is being used to connect Project Roomkey guests with medical homes for primary care: Members of AC Care Connect's CHR User Onboarding team conducted CHR user training for more than 70 UCSF nurse practitioner students who are working with guests at Project Roomkey hotels. Drawing on information in the CHR, clinical staff at are connecting clients to assigned medical homes, coordinating care with primary care providers, and supporting with Medi-Cal and benefits enrollment.



AC Care Connect team members—*left to right standing*: Lillawa Willie, Sheilani Alix, and Gregg Martin, and *lower left*: Shannon Eng—led the training effort at Project Roomkey hotels.



Lynn Noyce, Laura Sanchez, Rebecca Small, and Elizabeth Choa were among the 70+ UCSF NP students who participated in the CHR user training.

California's Project Roomkey initiative has successfully sheltered individuals around the state. Their stories are impactful as shared in this [video](#) produced by the California

Feature: Spotlight on the Social Health Information Exchange (SHIE)

As a member of our user community, you are most likely very familiar with the CHR. You may not know much about the engine that powers the CHR: AC Care Connect's Social Health Information Exchange (SHIE). In contrast to Health Information Exchange (HIE) databases, which hold medical-related information, the SHIE holds data from both medical and non-medical providers. It is enabled by a network of partner organizations across key sectors—medical, mental health, substance abuse, housing, social care, legal, and crisis response—that securely and appropriately share information over the internet using a standardized approach and in compliance with the Federal and State legal standards. The SHIE integrates with other core systems (electronic health record, case management, claims, etc.).

In contrast, the CHR is a tool to support care coordination for specific consumers by closing gaps in the safety net to accelerate connections. It summarizes curated information from the SHIE and enables the organizations that provide care to access information for a shared consumer, and supports care team members in communicating with each other. While the CHR is used by providers working directly with consumers and clients, the SHIE provides a “big picture” view of health status and social determinants of health in the community and can be used to identify solutions to improve care delivery.

Case Study: Use of the SHIE to enroll guests at Project Roomkey hotels in Medi-Cal

The SHIE's report function proved valuable in helping enroll guests of the Project Roomkey hotels in Medi-Cal. When Project Roomkey co-medical directors Alexis Chettiar and Katie Hayes learned that a large portion of guests were not enrolled in Medi-Cal they reached out to AC Care Connect's Data Exchange Unit (DEU) team. The team used the SHIE to generate a list of hotel guests that included their Medi-Cal status and basic identifying information (e.g., date of birth). The co-medical directors then coordinated with the Social Services Agency (SSA) to identify individuals whose Medi-Cal field in the SHIE was blank or inactive, and who were eligible to enroll. Hotel staff and RNs connected the SSA team with these guests to help them complete the Medi-Cal application. In just five weeks, half of the more than 100 guests who didn't have Medi-Cal have been enrolled.

Tips & Tricks

As many of you know, [Elemeno](#) has a host of useful information to help CHR users understand how to navigate the CHR and learn about available resources in the community. New tip sheets and other resources are posted in [Elemeno](#) on an ongoing basis. (See also *Upcoming Trainings and Resources* below.) Resources posted in the past month include the following Quick Reference guides:

- [How to Renew Your Client's Medi-Cal](#)
- [Connecting Your Client to a Primary Care Provider](#)
- [How to Find Your Client's Birth Certificate for Housing](#)
- [Connecting Your Client to Substance Use Treatment](#)
- [Connecting Your Client to Specialty Mental Health Services](#)
- [Referral from Santa Rita Jail to Residential Treatment](#)
- [Clean Slate](#)
- [Roots Community Health Center: Safe Landing Project](#)

Elemeno also has guides to help you navigate various programs and services. A popular recently-published Navigator guide is: [Housing Problem Solving - Housing Navigation Services](#)

[Learn](#) how Elemeno, an Oakland-based software company, and AC Care Connect are partnering to

support community health workers from various agencies access information to address health and housing needs of their homeless clients and connect them with organizations that provide help.

What's Next?

Let's continue the dialog! Be on the lookout for our December CHR user survey: We've decided to conduct brief surveys of CHR users on a quarterly basis thanks to your responses to the August CHR user survey. Your feedback will help us identify ongoing enhancements and support needed to maximize the tool's usefulness to you and the consumers we serve.

Resources and Upcoming Trainings

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

Missed a training? Attend a CHR make-up training. This is 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. The next training will be Monday, December 14, 9 am - noon. Register [here](#).

Need quick support? Stop by our **Elbow Support Office Hour**. Office hours are the third Wednesday of each month from 11 am - 12 pm. This is for trained CHR users. No registration is required and you may drop in at any time during the zoom session. Stop by on Wednesday, December 16, 11 am - noon; click [here](#) to join.

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. Register [here](#) for the session on Monday, December 21, 1 - 3 pm.

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.

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](#).

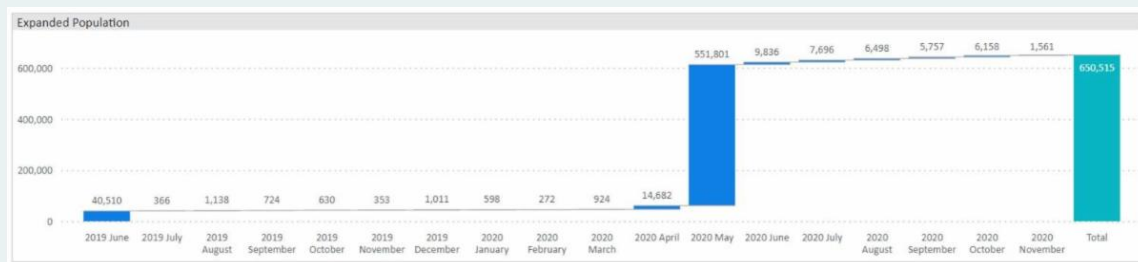
Data Corner

Recent highlights include:

- As of mid-November, 787 persons have been trained as CHR users and have CHR user accounts.

- In the first two weeks of November, a total of 23 new CHR users were trained.
- To date, trainings have been conducted for CHR users in a total of 27 organizations/county departments.

Expansion of the population viewable in the CHR to support coordination of care during the COVID-19 pandemic: To facilitate care for vulnerable residents of Alameda County, AC Care Connect was authorized to expand the population viewable in the CHR during the COVID-19 public health emergency to include all Medi-Cal eligible and uninsured persons. This increased the population in the CHR from 55,199 consumers who were “ever-eligible” for AC Care Connect to more than 650,000 Alameda County residents. Given the fact that consumers’ eligibility for health care coverage fluctuates over time, the expansion supports care coordination for those at greatest risk for infection and illness. The graph below shows the change in the population viewable in the CHR. Data prior to May 2020 represents the AC Care Connect “ever eligible” population growth, which increased steadily over the period from the baseline population in June 2019 (40,510) to April 2020 (61,208). In May 2020, the expanded population was added increasing the viewable population by a total of close to 551,801 persons to just over 613,009 persons. Since then, the viewable population has grown to 650,515. *(See article above on how reports generated from the SHIE on this expanded population are helping to identify critical population health needs and interventions to improve health status of our most vulnerable residents).*



Questions?

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

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