

COMMUNITY HEALTH RECORD (CHR) USER NEWSLETTER

- February 2021

Welcome to our February CHR User Newsletter where you will find important updates, training opportunities, tips, and resources. We hope you find these updates helpful to your work. If you are new to our mailing list, you can find previous issues [here](#).



IMPORTANT UPDATES AND REMINDERS

ISA DocuSign Feature is Now Live!

Acquiring the Information Sharing Authorizations (ISAs) from consumers is a crucial step for maximizing the CHR's ability to support more coordinated care. Unfortunately, it has been challenging for users to collect ISAs during the stay-at-home orders, with limited in-person contact. We are excited to announce that as of **Friday, February 12, 2021**, CHR integration with DocuSign allows for electronic signature (e-sign) ISA capability in multiple languages.

Please Note: The DocuSign workflow currently requires a working email address for the consumer. The CHR sends a notification of arrival and the selected form to the consumer via email. DocuSign is also developing an option to deliver the ISA via SMS (text); when this option becomes available, we will let you know.

All users who wish to use the DocuSign option are asked to review this [Upload an ISA](#) before implementing this workflow. There are important instructions for Care Team members to review in order to maximize data sharing, such as access to hospital discharge instructions.

UPCOMING TRAININGS

CHR General Make-Up "New User" Training

A make-up training for new users of programs who have already been onboarded to the CHR. Click on the below links to register.

[February 22nd, 1:00PM - 4:00PM](#)

[March 10th, 9:00AM - 12:00PM](#)

[March 29th, 1:00PM - 4:00PM](#)

March 16th, 2:00PM – 4:00PM

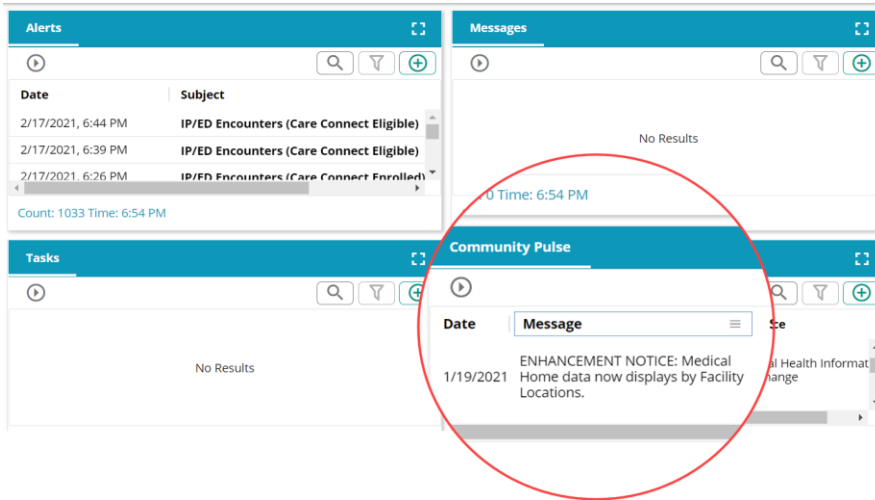
CHR Refresher Training (For existing users only)

A refresher training for anyone who has previously attended a new user training and could use a review. Register [here](#).

TIPS & TRICKS

Try Out the Community Pulse!

The Community Pulse is an e-community board that allows organizations to share services available to consumers or news that may be helpful to other care team members. Currently on this platform, you can find information regarding Alameda County Care Connect's Elbow Support Sessions, CHR Office Hours, and new CHR functionality. We encourage you to add your organization's community events, such as COVID-19 testing and vaccination locations, dates and times. The Community Pulse is located on the landing page after you sign into the CHR.



Note: Information posted on the Community Pulse should only include general news or event information and should not be individual-specific or include Personal Health Information (PHI).

Elemeno

Elemeno houses a variety of [Quick Reference Guides](#) that can assist you in creating a client's [housing plan](#), connecting clients to a [primary care provider](#), [substance use treatment](#), [specialty mental health services](#), [ACBHCS Substitute Payee Program](#), and [Lanterman Petris-Short \(LPS\) Conservatorship](#), renewing clients' [Medi-Cal](#), and locating clients' [birth certificates](#).

Updated Resources

[Upload an ISA](#)

[Review/Edit an ISA](#)

[CHR Data Source Availability](#)

[Housing Services Syllabus](#)

Alameda County COVID-19 Information & Resources

[COVID-19 Related Isolation Housing Referrals](#)

[Homelessness Service Providers Guidance](#)

[General COVID-19 Questions](#), or check Twitter [@Dare2BWell](#)

[Shelter-in-Place Compliance Complaint Email](#)

[Health Care Facility COVID-19 Supplies Request via Alameda County EMS](#)

USER SUCCESS STORY

Cindy Nava, Integrated Behavioral Health (IBH) Care Coordinator, [Axis Community Health](#)

Cindy works closely with the Mental Health Department clinicians and providers. She uses the CHR to complete daily tasks, such as determining whether her patients are connected with housing resources, reviewing patients' medical and clinician history, and adding herself to her patients' care team. Cindy has been working with a patient for about a year. During this time, Cindy assisted the patient with signing an ISA, which allowed Cindy to view the patient's clinician history within the CHR. With the clinician's name, Cindy was able to complete the proper paperwork to help the patient obtain housing. Over the course of the year, Cindy has helped extend the patient's stay.

Cindy stated that having this tool is helpful and she is "grateful for the CHR to assist the patients, especially to make connections."

CHR USER SURVEY RESULTS

The second quarterly CHR User Survey results are in! Users from almost all participating organizations responded to the survey. Thank you to all who responded.

Survey highlights include:

- Of the 462 end-users who were sent the survey, 76 responded (16.5%)
- Nearly 90% (of 76) survey respondents have used the CHR
- Respondents agree (rating: 3.91 out of 5) that the CHR is a useful tool for care coordination
- Nearly three-quarters (73%) of respondents found the data expansion to be helpful when locating clients/consumers
- Respondents expressed the desire for more data in the CHR (i.e., medications, labs, discharge summaries) and more post-training support on using and understanding the system.

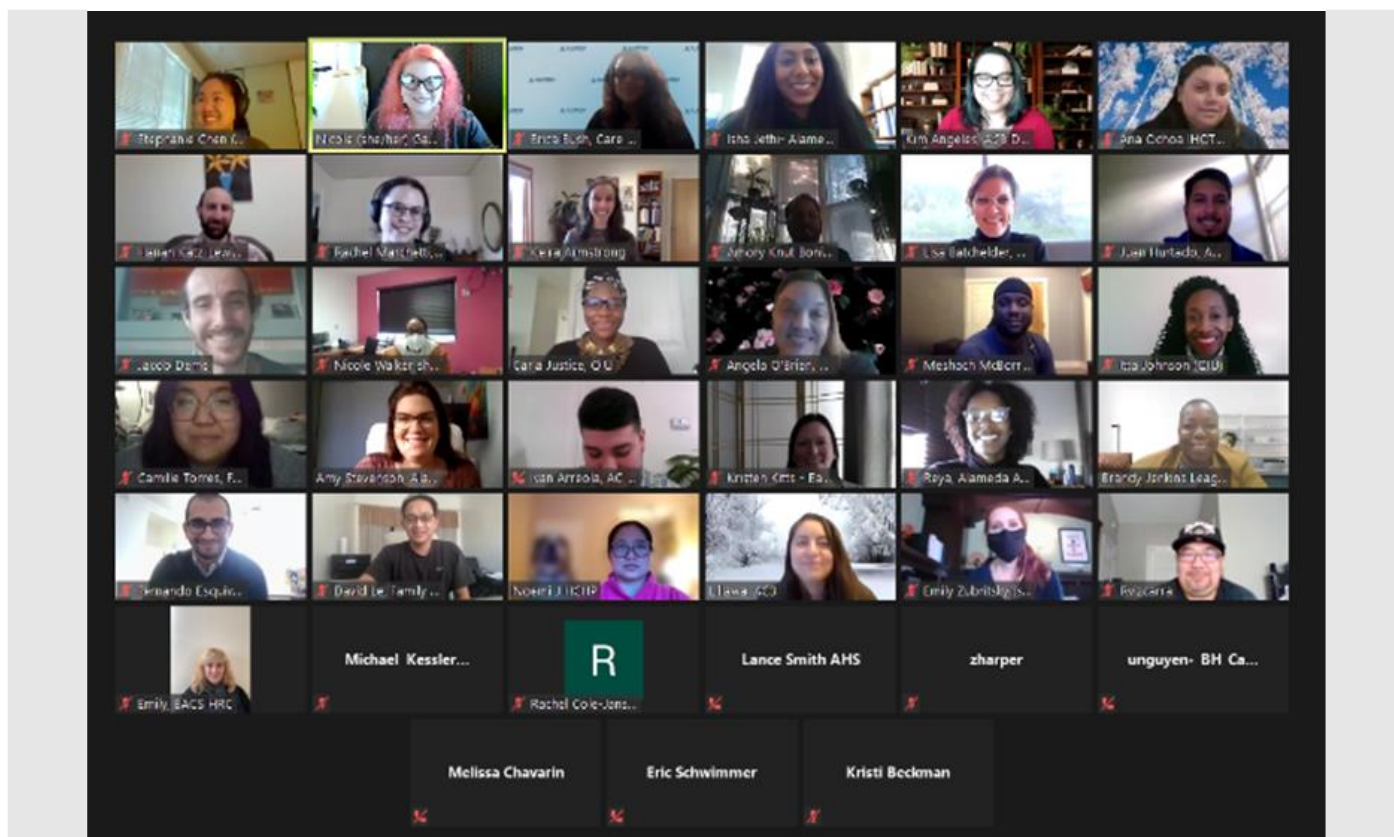
Next Steps: We are currently prioritizing the areas of feedback and look forward to sharing a plan for making these improvements in future updates. More updates to come in next month's newsletter!

SUPER USER WORKGROUP

Thank you to everyone who attended the first Super User Workgroup of 2021! Our team worked hard to produce a new and improved Super User curriculum, and we are so grateful for the huge turnout – 31 participants, representing 16 organizations. We had great discussions regarding useful data feeds, updates to the ISA consent options, ideas for future topics, and the best fun – hearing the participants' favorite songs.

The next Super User Workgroup meeting will be held via Zoom on March 2, 2021 from 2:30PM to 4:00PM. The workgroup is now required for all confirmed Super Users. Our hope is that a larger pool of applicants will allow richer opportunities for cross-sector learning and collaboration.

If you are interested in becoming a Super User and being trained to provide CHR support to end-users at your organization, we would love to hear from you! Please contact Carla Justice at cjustice@pcgus.com or Stephanie Chen at schen@pcgus.com for more information.



DATA CORNER

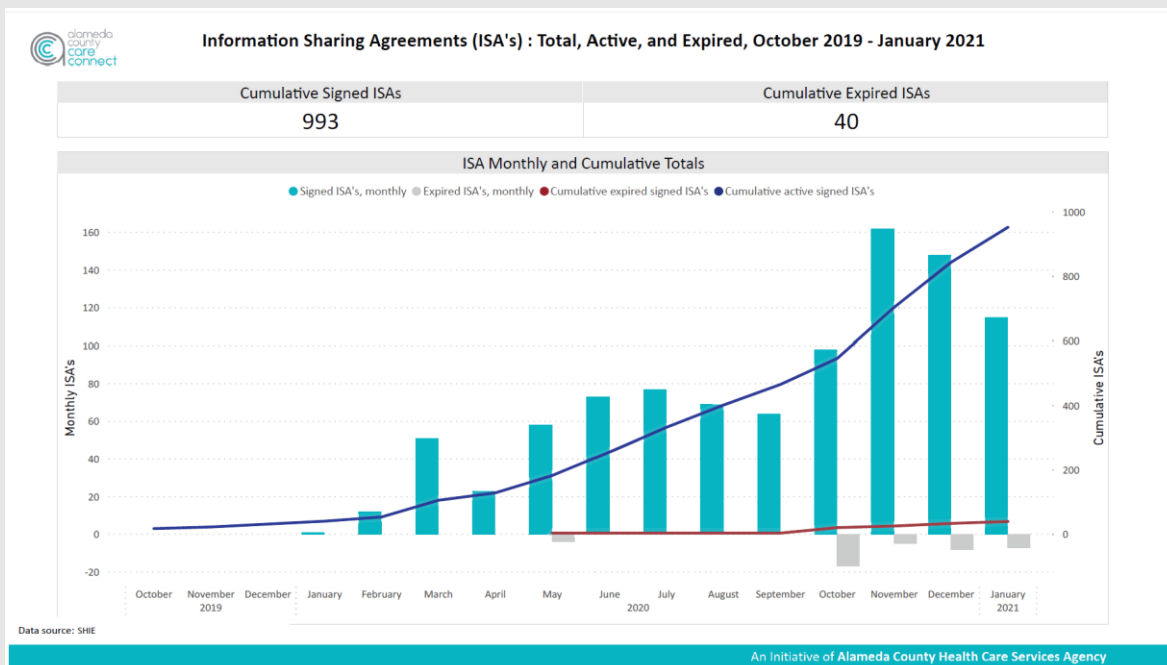
CHR User Training

The high demand for CHR user training continues. Since the inception of the CHR, over 900 people from 27 organizations have been trained. In January, a total of 52 new CHR users were trained.

Information Sharing Authorization (ISA) Collection

As of January 2021, CHR Users obtained nearly 1,000 signed ISAs from consumers. Despite setbacks, such as COVID-19 limiting in-person meetings between care team members and consumers, there's been a steady increase in the number of signed ISAs. We continue to update ISA forms and policy to make it easier for you and consumers to sign ISAs.

Please note that signed ISAs are valid for one year. When a consumer's ISA expires, care team members will not be able to share certain information. You can run an ISA Expiration report in the CHR to determine which ISAs in your view are approaching the expiration date.



RESOURCES

The following resources are offered to assist you with enhancing your CHR experience.

Elbow Support

Need quick support? Stop by our **Elbow Support Office Hours** held the third Wednesday of each month from 11:00AM – 12:00PM. This support is designed for trained CHR users. No registration is required and you may drop in at any time during the Zoom session.

- Next session: Wednesday, March 17, 11:00AM – 12:00PM; click [here](#) to join.

Need additional elbow support? Does your team need post-training support on how to use the CHR? Our team can schedule a customized Elbow Support session at a time that works for you. During these sessions we cover topics such as:

- Providing important program updates that might be useful for your team such as new data sources, reports, and alerts.
- Conducting refresher training on specific actions in the CHR such as adding yourself to the care team.
- Answering questions and discussing how the CHR can fit into the work of your team.
- Reviewing analytics and reports that can support your work.
- Providing examples of how other organizations are incorporating the CHR into their workflow and lessons learned.



Please reach out to Keira Armstrong(keira@intrepidascend.com) or the Helpdesk to request a session, or fill out the [Request Form](#).

Additional Support

New to the CHR? Click [here](#) if your organization has already signed a Data Sharing Agreement and onboarded some staff, but would like to train a new program within your organization on the CHR.

If your organization is completely new to the CHR/ Social Health Information Exchange (SHIE) and you are interested in being a future partner, please contact the Help Desk (careconnecthelp@acgov.org) and staff will route your inquiry to Alameda County Care Connect leadership.

Note: Organizations must have a Data Sharing Agreement in place before training planning can begin.

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

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

QUESTIONS

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

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AC Care Connect Steering Committee Members

Aaron Chapman, Alameda County Behavioral Health Care Services | **Kathleen Clanon, M.D.**, Alameda County Care Connect | **Scott Coffin**, Alameda Alliance for Health | **Lori Cox**, Alameda County Social Services Agency | **Elaine de Coligny**, Everyone Home | **Delvecchio Finley**, Alameda Health System | **Colleen Chawla**, Health Care Services Agency | **Beau Hennemann**, Anthem | **John Jones III**, East Oakland Black Cultural Zone and Just Cities | **Karl Sporer, M.D.**, Alameda County Emergency Medical Services | **Wendy Peterson**, Senior Services Coalition | **Ralph Silber**, Alameda Health Consortium | **Wendy Still**, Alameda County Probation | **Suzanne Warner**, Housing and Community Development