

COMMUNITY HEALTH RECORD (CHR) USER NEWSLETTER

- January 2021

Happy New Year! Welcome to our January 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](#).

UPCOMING TRAININGS

February 10th, 9:00AM – 12:00PM **CHR General Make-Up “New User” Training**

A training for new users of programs who have already been onboarded to the CHR. Register [here](#).

February 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](#).

February 18th, 1:30PM – 4:00PM **CHR Training for SUD Providers – View Only “New User” Training**

A training for staff from SUD Programs who will have view-only access to the CHR. Register [here](#).

February 22nd, 1:00PM – 4:00PM **CHR General Make-Up “New User” Training**

A make-up training for new users of programs who have already been onboarded to the CHR. Register [here](#).

IMPORTANT UPDATES AND REMINDERS

Information Sharing Authorization (ISA) Version 3.0 is available for Immediate use!

Note: ISAs completed with version 2.0 will no longer be accepted after January 31, 2021.

We have made changes to the Special Permissions section of the ISA. Thanks to your feedback, consumers will no longer have to initial to confirm the reading of the sections regarding “*Sharing Mental Health Treatment Information and HIV Test Results.*” The ISA version 3.0 only requires the consumer to check a “Yes” or “No” box to indicate whether they have given permission to share each type of information. The new form, along with detailed instructions, can be found on [Elemeno](#) or the [Alameda County Care Connect's website](#). The ISA process continues to evolve in order to further improve access to the CHR data. More updates to come in the next two months.

Account Management

The privacy of our consumers’ health information is important to all of us. This is a reminder that User passwords must be changed every 90 days. If a CHR user’s account is not used within 90 days, the account will be deactivated. When staff leave the organization, we ask that supervisors notify the Alameda County Care Connect team by sending an email to the Helpdesk (CareConnectHelp@acgov.org) so that CHR accounts can be deactivated.

TIPS & TRICKS

Elemeno is an online platform containing tip-sheets, guides, videos, and other resources for the CHR, and Care Management, Health Plans, Housing, Mental Health, Primary Care, and Substance Use Disorder Treatment services. New tip sheets and other resources are posted in Elemeno on an ongoing basis. Visit [Information Sharing Authorization \(ISA\) resources](#) to find more information, including the most recent version of the [ISA V3.0 in different languages](#), a [Quick Guide on Tips to Ensure ISAs are Valid](#), and a guide on [Collecting ISAs during the COVID-19 Emergency](#).

New to Elemeno? Use the self-registration feature by clicking “First time? Create an Account” and entering your organization email [here](#).

WHAT'S NEW

New Data Connections

The November release of the CHR included the following updates:

- Five (5) new improvements added to the SHIE and CHR
- Adjusted Clinical Group (ACG) scores are now added to all emergency expansion population

Super User Group

We will hold our first Super User Workgroup reboot for 2021 on **February 2**, and there will be a few changes to the role of the Super User. Over the past year, the CHR Super Users have provided us with useful feedback on ways to increase the efficiency and effectiveness of the CHR. Super Users collaborate with peers across Alameda County on behalf of their shared clients and they will now be trained to provide additional in-house support for the end-users within their organization during the workgroup meetings. Due to the success of this workgroup, Super Users will be trained to provide their respective organizations with in-office CHR support and will have technical support knowledge.

The next Super User workgroup meeting will be held via Zoom from **2:30PM to 4:00PM on February 2, 2021**.

If you are interested in becoming a Super User, we would love to hear from you! Please feel free to contact Carla Justice atcjustice@pcgus.com for more information. The monthly Super User workgroup is **required** for all confirmed Super Users, which will make for a great engagement experience for all participants.

Medical Home Assignment Data Now Improved!

We have enhanced Medical Home Assignment data in the CHR. Any report or area in the CHR where medical home assignment is indicated will now include specific facility location.

FEMA Shelter Report Updates

In addition to refined level of medical home assignment data, the FEMA Shelter report has also expanded to include Inpatient and Emergency Department encounters, diagnosis information, etc. to support care coordination as clients transition out of isolation hotels.

CHR End-User Survey

Thank you to all who completed the CHR End-User Survey, which closed on January 15, 2021. Your valuable feedback allows us to identify ways in which we can enhance the tool to better support you and the consumers you serve. Survey findings will be reported at the February Data Governance Committee meeting and in the February CHR User Newsletter.



DATA CORNER

CHR User Training

The high demand for CHR user training continues. Since the inception of the CHR, over 850 people from 27 organizations have been trained as CHR users and have CHR user accounts. In December, a total of 16 new CHR users were trained. The following CHR Onboarding trainings were conducted in November and December 2020:

- Roots Community Clinic
- Abode Services - Greater Hope (Full-Service Partnership)
- La Familia (Substance Use Disorder and other programs)
- Amber House (Bay Area Community Services)
- Two General Make-up Sessions

Top Three Organizations

The organizations with the most Users trained are:

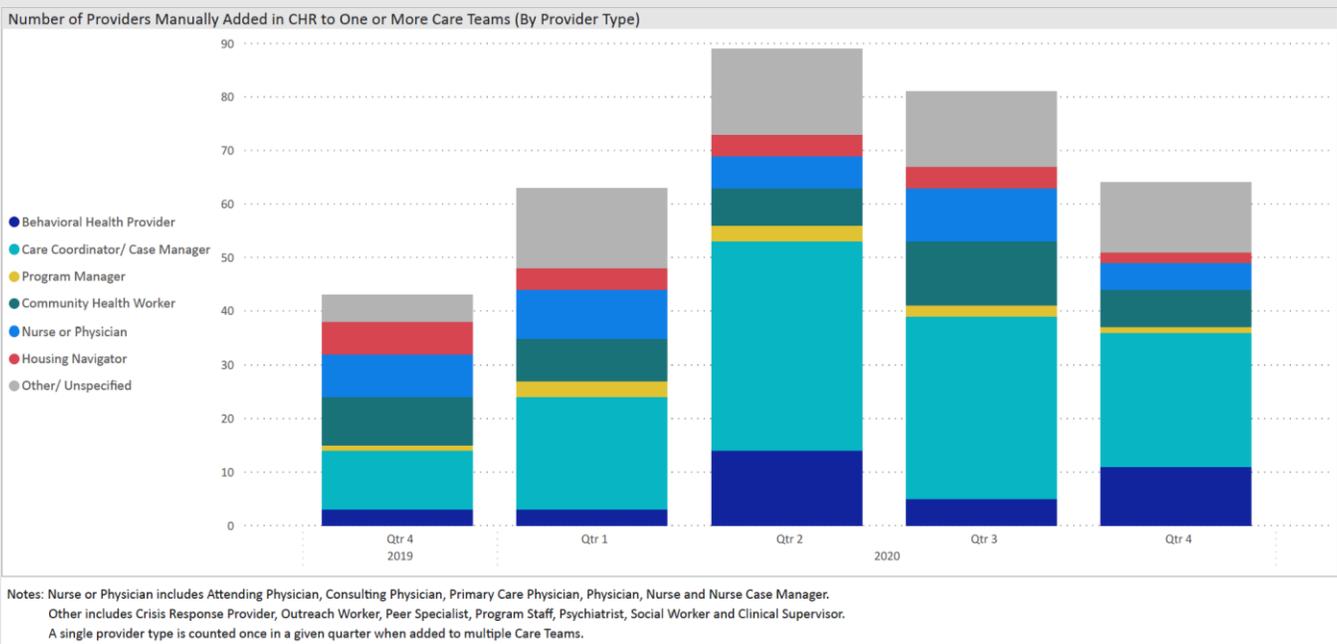
- Bay Area Community Services (BACS): 134 Users
- Alameda County Behavioral Health (ACBH): 113 Users
- Lifelong Medical Care: 74 Users

CHR: A Successful Tool for Integrating Care Teams Across Sector

One of the most valuable aspects of the CHR is the ability for users to see other members of a consumer's Care Team, especially when those providers are from a different organization or sector. By populating the Care Team section of the record, users gain critical information that better allows them to coordinate care and promote whole person care.

In 2020, nearly 300 unique individual provider staff were manually added to one or more Care Teams within the CHR. There were 2,553 times when a provider was added to a Care Team. These include only those CHR users who added themselves or other providers, and excludes those added by Thrasys.

Provider types varied widely with the most prevalent being Case Managers (29%), Care Coordinators (21%), Behavioral Health Workers (13%) and Community Workers (12%). The remaining quarter of manually added providers contains pivotal roles, such as social workers (5.5%), housing navigators (5.5%), nurses (5%), and physicians (2.5%).



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, February 17, 11 am - noon; 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