



Community Health Record (CHR) User Newsletter *Special Anniversary Edition* October 2020

Dear CHR Users, Super Users, Supervisors, and Partners,

It's time to celebrate!

As a follow-up to our [October CHR User newsletter](#), we want to take a moment to celebrate a landmark event: the one-year anniversary of the Community Health Record (CHR) launch!

The CHR was first introduced to our community partners on September 25, 2019. As we reflect on the accomplishments of the past 12 months, we are amazed at how far the CHR has advanced. The ongoing gains are largely due to YOUR contributions through focus groups, Super User Workgroup meetings, workflow discussions, trainings, Elbow Support sessions, and outreach to the Helpdesk. These enhancements are also due in part to the commitment and support of partner organization leaders.

We celebrate you in recognition of all that you have contributed to ongoing development of the CHR and what it delivers to your fingertips today!

The CHR is designed to support care coordination activities that users were already performing. Thanks to user engagement, the CHR has become much more than a tool for care coordination; it is a tool for building community and connections across the many sectors that are involved in closing gaps and accelerating care to our consumers which is the heart of whole person care.

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.

Key Enhancements to the CHR Since Its Launch

Over the past year, your ideas and feedback have resulted in many improvements to the CHR including:

- New reports:
 - FEMA shelter report (this report shows consumers staying at the COVID-19 isolation hotels)
 - Health Homes Program (HHP) report
 - Information Sharing Authorization (ISA) report

- Data expansion/enhancements:
 - Medi-Cal renewal date and other key benefits information
 - Census reports from Santa Rita Jail
 - Expanded inpatient and outpatient hospital data from many Bay Area hospitals
 - Permanent Supportive Housing (PSH) alerts and housing match status
- Enhancements to CHR formatting and user interface:
 - Addition of housing tab
 - Ability to add a consumer to a static list directly from a consumer's page
 - CHR user indicator when adding someone to consumer's care team
 - Online status indicator when messaging another user
 - Improvements to the ISA form, functionality, and workflow – including an option to text or email a photo or scanned image of a signed ISA for upload into the CHR
- Expanded data viewable to support response to the COVID-19 pandemic
 - Making housing and homelessness data viewable without an ISA
 - Expanding the population viewable in the CHR to include the entire Medi-Cal population and the uninsured population (not just those eligible for AC Care Connect)

Our work doesn't stop here. The CHR continues to evolve to better serve users over time. We encourage you to share your ideas for upgrades and enhancements by contacting the Helpdesk at careconnecthelp@acgov.org or (510) 618-1997. We'll also be conducting periodic surveys to obtain ongoing feedback.

Highlights of CHR User and Community Partner Contributions – At-a-Glance

We are grateful to all CHR users and partner organizations for helping make the CHR the useful tool it has become for care coordination and the delivery of whole person care. The following are some of the major contributors to success.

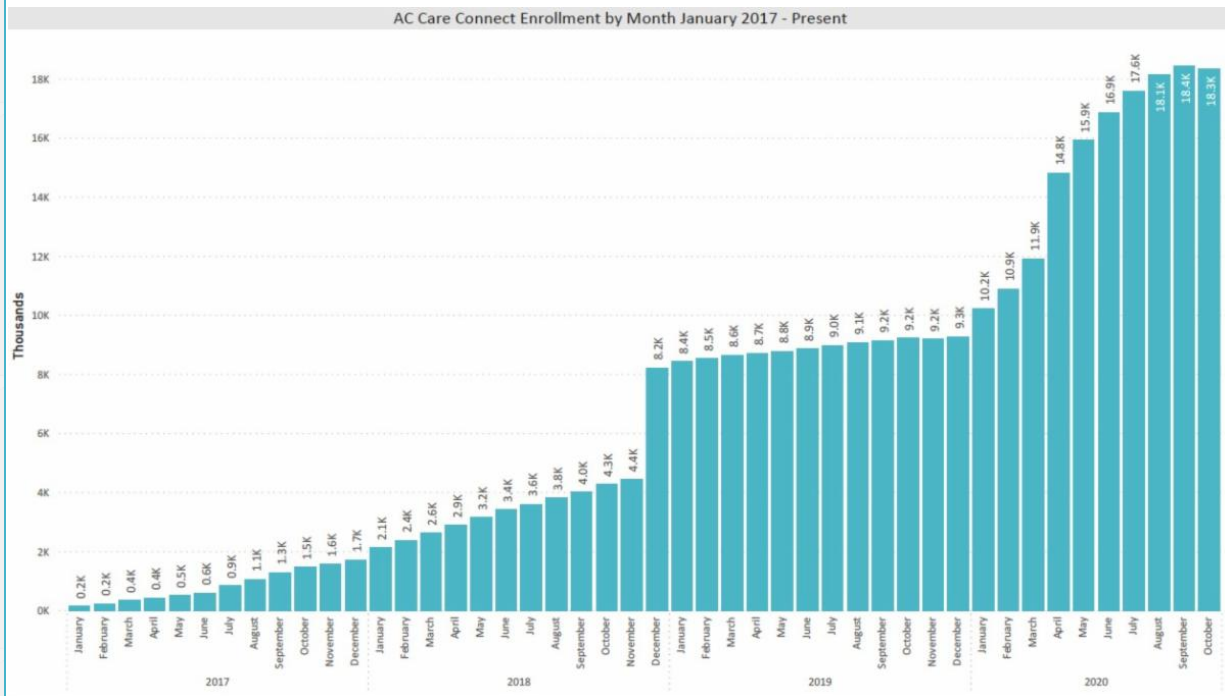
- **Most active CHR user:** Reya Rhone, Alameda Alliance for Health
- **Most active C-suite CHR Champion:** Jamie Almanza, CEO, Bay Area Community Services (BACS)
- **CHR user with highest number of referrals to CHR training** Lilly MacRae, Alameda Health System
- **“CHR Ambassador of the Year”** — Dana Cook, Community Assessment and Transport Team (CATT) Director, Bonita House: the CHR user who has been most active in generating community awareness excitement around the CHR
- **Early Adopters** (with us since the prototype CHR or "pCHR" days): Pathways to Wellness – Neisha Becton and Sean Becton; Bay Area Community Health (BACH) (formerly Tri-City Health Center) – Mandeep Kaur; LifeLong Medical Care – Rina Breakstone and Brenda Goldstein; East Bay Innovations – Serom Sanftner; Alameda Health System – Lilly MacRae; and Abode Services – Rachel Cole-Jansen
- **Organizations that were fastest to sign the Data Sharing Agreement (DSA)** East Bay Innovations and Alameda County Housing and Community Development (HCD)
- **Organization with the most trained CHR users** Bay Area Community Services (BACS)
- **Organization most actively engaged in Post-Training Elbow Support** Alameda Health System
- **Organization with the most signed ISAs** Bay Area Community Services (BACS)
- **Team with most advanced program guidance developed for their CHR users** Registry nurses at FEMA Isolation Hotels (Safer Ground hotels) – led by co-interim medical directors Katie Hayes and Alexis Chettiar
- **Organizations with the most active Super User engagement** Alameda Health System, Alameda Alliance, Bay Area Community Services (BACS), Family Bridges, Bonita House, and Native American Health Center

- **Organizations that have shared consumer impact stories** within the CHR user community: Bonita House and Cherry Hill Detox
- **Most valuable data source to CHR users** HMIS Data (Special thanks to Dr. Robert Ratner, HCD, Office of Homeless Care and Coordination)
- **Top three individuals most active in accessing/viewing CHR resources on Elemeno** Blanca Platero, Abode Services; Celeste de Leon-Perey, Home Stretch; and Neomi Wesley, Health Care for the Homeless

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](#).

Alameda County Care Connect Whole Person Care Enrollment Goal Exceeded!

We are also celebrating another milestone. As of October 13, more than 18,300 consumers were enrolled in AC Care Connect. The chart below shows the growth in enrollees over time. Since December 2019, the number of enrollees has doubled!



Since its launch, AC Care Connect has enrolled 21,619 consumers (ever enrolled). This is a significant increase over our target of 17,000 for December 2020 and our stretch goal of 20,000.

Further, more than 600,000 consumer records are now viewable in the CHR due to the temporary expansion of the population during the COVID-19 public health emergency to include all Alameda County residents who are enrolled in Medi-Cal, are Medi-Medi (have both Medi-Cal and Medicare), or are uninsured.

Thank you for your ongoing dedication and support of Care Connect, Alameda County's Whole Person Care initiative and innovative pilot to improve care in the safety net for our most vulnerable consumers. Please feel free to share this newsletter by forwarding to friends and colleagues.

Your partner in connecting consumers for better health,

Kathleen A. Clanon, MD
Director, Alameda County Care Connect and Medical Director
Alameda County Health Care Services Agency

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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

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