

# COMMUNITY HEALTH RECORD (CHR) MONTHLY NEWSLETTER

- March 2021

Welcome to our March 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

**March 29<sup>th</sup>**

1:00 – 4:00PM

[CHR General Make-Up  
"New User" Training](#)

**April 12<sup>th</sup>**

1:00 – 4:00PM

[CHR General Make-Up  
"New User" Training](#)

**April 22<sup>nd</sup>**

1:00 – 3:00PM

[CHR Refresher Training](#)

**April 29<sup>th</sup>**

1:00 – 4:00PM

[CHR General Make-Up  
"New User" Training](#)

**CHR General Make-Up "New User" Training:** A make-up training for new users of programs who have already been onboarded to the CHR.

**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.

## WHAT'S NEW

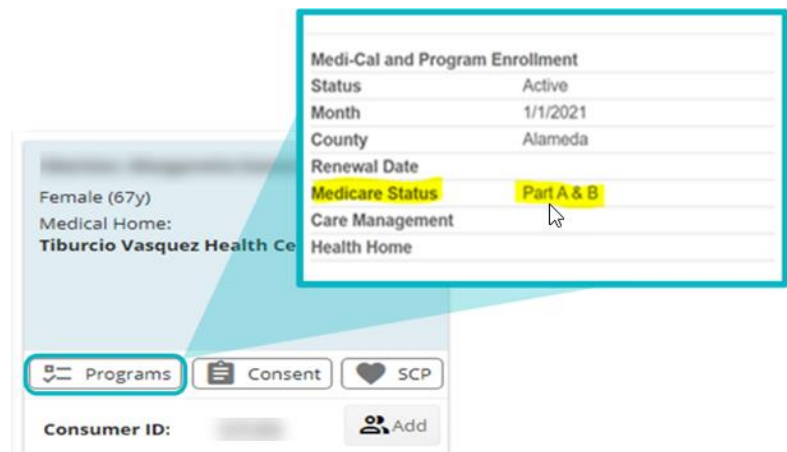
### Street Health Program

As of February 12<sup>th</sup>, a new CHR feature allows for Care Management and Street Health enrollment to be visible in the Program section of the CHR's consumer record.

## IMPORTANT UPDATES AND REMINDERS

### CHR New Data Field: Medicare Status

We are excited to announce that as of March 5<sup>th</sup>, we are now displaying Medicare status by enrollment in Part A, B, and/or D as it is received from the health plans (Anthem Blue Cross & Alameda Alliance for Health). Users can now more easily identify which consumers are Medi-Medi (Dual Eligibles for Medi-Cal and Medicare). This is a unique population with more complex health conditions as well as an extra layer of challenges in care coordination. Our hope is that this indicator can flag these consumers who may be eligible for additional services, such as In-Home Support Services, and who often need more proactive collaboration with the Medi-Cal managed care plans. This addition is a direct result of enhancement requests from Users, so we appreciate the continued input from Users on how to improve the CHR!



### Zoll Historical Data Now in the CHR

As of February 26<sup>th</sup>, historic EMS data (via former Zoll system) is now available in the CHR. Historical data is similar to the data in the existing EMS feed, but now includes data from 2013-2019. The current EMS system (ESO) will continue to provide data from 2019 onward.

## CHR User Survey Next Steps

Drawing on input provided by CHR Users, the onboarding team are considering the following as possible activities and areas of focus over the next coming months:

1. **Data Focus:** Continued, active work with expanding data sources (HMIS, Medi-CAL status, labs, etc.) and acquiring new data sources with new and existing partners
2. **Technical Support:** Explore alternate methods of remote support (Help Desk and Elbow Support)
3. **Focus on specific features/function in CHR:** Explore potential, use cases together with end users that focus on specific CHR functions to support/ease care coordination
4. **Increased focus on Program Guidance development:** Set up deep-dive sessions (e.g., Super User workgroup) to cover what data is in the CHR and begin brainstorming on potential use cases and program development

Please see the [February CHR Newsletter](#) for a summary of the survey findings. We plan to continue conducting quarterly surveys to monitor the impact of enhancements and to capture feedback for ongoing improvements.

## CHR SUCCESS STORY

### Cynthia Gallo, Alameda County Care Connect Information Systems Care Coordinator

A CHR user submitted an Elbow Support ticket stating that a consumer's CalFresh enrollment data was not being displayed on their CHR record. The CHR user knew the consumer was approved for these benefits and had a signed ISA, allowing information from the Social Services Agency (SSA) to be shared. Cynthia Gallo, made aware of the missing SSA program data, notified SSA of this issue, prompting an investigation. Through this collaborative effort, Cynthia and SSA found that only consumers' most current SSA program data, including status, was shown in the record, rather than all programs associated with the consumer. Resulting from subsequent adjustments, now each consumer's SSA program benefits are consolidated and shown in one record. Cynthia stated,

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*"Thanks to the awareness of our CHR User, we were able to address these discrepancies and improve the quality of SSA Data significantly. We jumped from having 25 unique consumers with one or more Approved SSA Programs to 823 unique consumers!"*

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To assist in resolving a case like this, Cynthia emphasized the importance of communication between all teams – the consumer, user, and DEU. Working behind the scenes, Cynthia's team relies heavily on CHR users' detailed knowledge of their consumers' programming needs to report any data discrepancies within the CHR.

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*"Don't be afraid if something looks off. Raise a red flag. The DEU can then investigate to resolve the issue."*

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Cynthia is responsible for Alameda County Care Connect Project Management, Data Analysis, and Infrastructure maintenance and support.



## TIPS & TRICKS

### Elemeno

Elemeno houses a variety of [Quick Reference Guides](#) that can assist you in [Ways To Lower Your Client's Housing Costs](#) and [Helping Your Client Explore Housing in Lower Cost Living Areas](#) and [Increasing Your Client's Income to Expand Housing Options](#).

## SUPER USER WORKGROUP

Thank you to all Super Users who attended March's Super User Workgroup! We appreciate your dedication and commitment. Once again, we had a large turnout – 27 participants representing 15 organizations. Our workgroup session focused on the new updates to the ISA. We also had great discussions regarding the Medicare flag, ways to collect ISAs and the DocuSign process, and potential texting/SMS options.

The next required Super User workgroup meeting will be held via Zoom from 2:30PM to 4:00 PM on April 6, 2021 where we will discuss additional **updates to the CHR** and advanced training on the **CHR Home Page**. Our hope is that the larger pool of Super Users will allow richer opportunities for cross-sector learning and collaboration. The Super Users in your program are here to help you, and enhance your CHR knowledge.

If you are interested in becoming a Super User and being trained to provide additional CHR support to end-users at your program, we would love to hear from you! Please contact Stephanie Chen at [schen@pcgus.com](mailto:schen@pcgus.com) for more information.

## DATA CORNER

As of March 1, 2021, over 930 individuals from 27 organizations have been trained as CHR users and have CHR user accounts. In February 2021, a total of 46 new CHR users were trained.

### Top Three Organizations

As of March 1, 2021, the organizations with the most trained CHR users were:

1. Bay Area Community Services (BACS): 150
2. Alameda County Behavioral Health (ABCH): 115
3. LifeLong Medical Care: 76

### Signed ISA Update

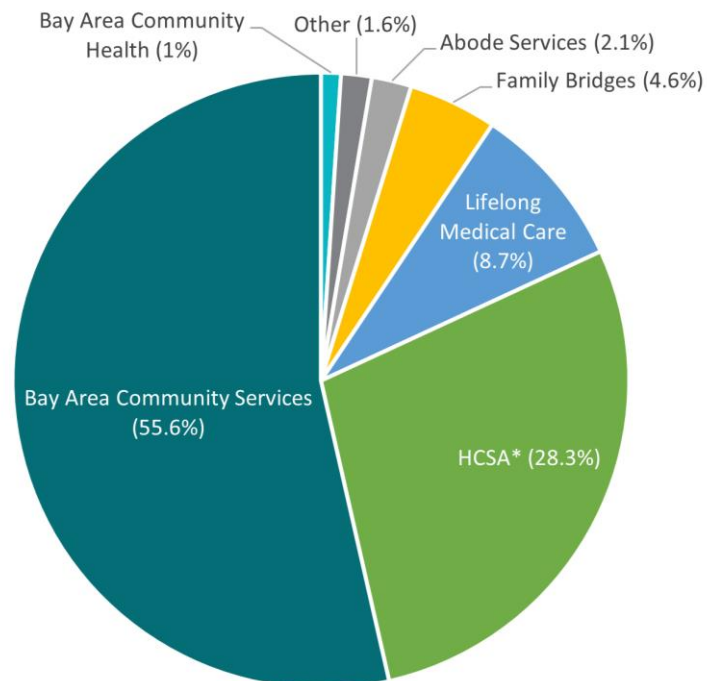
As of March 2, 2021, CHR users obtained 1,055 signed ISAs from consumers. The below chart shows how many signed ISAs each partnering organization obtained since the CHR's inception. We appreciate your efforts in obtaining ISAs as we continue updating ISA forms and policy to make it easier for you and consumers to sign ISAs.

### Organization Signed ISAs as of March 2, 2021

#### Other includes:

- Alameda Alliance for Health (0.2%)
- Alameda Health System (0.3%)
- Asian Health Services (0.1%)
- Axis Community Health (0.1%)
- Bonita House (0.5%)
- Native American Health Center (0.2%)
- Telecare (0.3%)

\*HSCA includes Alameda County Behavioral Health, Alameda County Public Health Department, Alameda County Office of Homeless Care & Coordination (includes Healthcare for the Homeless and Operation Safer Ground Hotels), and AC Care Connect.



## 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](mailto: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](mailto: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](mailto:careconnecthelp@acgov.org).



## QUESTIONS

Contact the Alameda County Care Connect Help Desk at: [CareConnectHelp@acgov.org](mailto: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