Community Health Record (CHR) Newsletter
August 2020

Dear CHR Users, Super Users, and Supervisors,

Welcome to our August CHR User newsletter! Here you'll find updates on Alameda County Care Connect's (AC Care Connect's) work to improve, enhance, and increase the use of the CHR including information on:

- the value the CHR brings to whole person care
- new features / enhancements and other updates
- answers to frequently asked questions
- upcoming enhancements
- opportunities to develop your skills and
- up-to-date CHR usage stats including the top three organizations using the CHR

Each month we bring you news you can use to discuss the CHR within your organizations. We hope you found last month's issue informative. If you are new to our mailing list and didn't receive the July issue, you can find it **here**.

Impact Story: How does the CHR support whole person care?

CHR users often share stories with us about how the Community Health Record (CHR) supports them in coordinating care and improving consumers' health outcomes. This month's story was reported by a provider at Safer Ground Oakland, one of the county's **isolation housing** hotels for Alameda County residents who are homeless and at high risk of being infected with COVID-19.

"Being able to see emergency room (ER) visits and primary care provider (PCP) information has been immensely helpful. A month ago, we had a hotel guest who had chronic kidney disease. They were overdue for dialysis, having missed their prior appointment before coming to stay at Safer Ground. Guests are able to leave the premises of the hotel during the day, and this guest was nowhere to be seen on-site. Using the CHR we were able to see that he had presented to the ER and was receiving care. It was a huge relief to know that he was safe."
University of California San Francisco (UCSF) nurse providing care at Safer Ground Oakland

Click here to learn more about whole person care.

What's New?

Highlights of recent changes and enhancements to the CHR include:

Santa Rita jail data is now viewable in the CHR Limited publicly available jail census data—

information on jail stays and releases—is now accessible in the CHR's *Analytics* feature. You will only be able to see this information for consumers who are attributed to your organization. This data can be very helpful in finding consumers who are lost-to-care and also in better coordinating care for both consumers who are incarcerated and those who are being released from jail.

Please note: We are working to match consumers' records coming from the jail with records from other sources in the Social Health Information Exchange (SHIE). Because of this, initially all consumers in your panel who are in jail or being released may not show in your report or alerts. This matching will improve over time.

CHR User Survey: We are conducting a survey of CHR users to learn about use of the CHR and the Helpdesk, and what improvements and/or enhancements are needed. Please check your email for a survey invitation from Rey Vizcarra, AC Care Connect's Helpdesk Manager. Your feedback will be anonymous. Stay tuned for an update in an upcoming CHR user newsletter where we'll share summary level findings and discuss the steps we plan to take to address the feedback.

Partner Update **newsletter:** We recently relaunched our *Partner Update* newsletter, which features news on the Social Health Information Exchange (SHIE) and the CHR. Recipients are leaders and decision-makers in our partner organizations. Click **here** for the July issue, which features highlights from AC Care Connect's dashboard of outcome metrics and on our impact in getting homeless consumers housed.

COVID-19 Resources: You can find up-to-date resources on COVID-19**here** and **here**.

Tips & Tricks

We have many helpful resources to make the CHR easier to use and navigate. New tip sheets and other resources are posted on **Elemeno** on an ongoing basis. (*See below for information on Elemeno.*)

Recent additions include:

Information Sharing Authorization (ISA) resources: You'll find new ISA resources on **Elemeno** including a Quick Guide on *Tips to Ensure ISAs are Valid,* a guide on *Collecting ISAs during the COVID-19 Emergency,* and a recording of a recent webinar on this topic.

First Time Login Instructions: Having trouble logging in to the CHR? Click**here** for a Tip Sheet.

New to Elemeno? Elemeno is an online platform containing tip-sheets, guides, videos, and other resources for the CHR, and also for services related to Care Management, Health Plans, Housing, Mental Health, Primary Care, and Substance Use Disorder Treatment. Please use the self-registration feature by clicking "First time? Create an Account" and entering your organization email **here**.

What's Next?

We continue to evolve and enhance the CHR. Here's what we're currently working on:

100 Day Challenge to Fight Homelessness: This effort, which began at the end of June, has a goal of developing viable housing plans by end of September for at least 400 consumers currently residing in Alameda County's Project Roomkey COVID-19

isolation and quarantine hotels for persons experiencing homelessness. AC Care Connect is collaborating closely with our partners who are operating within the hotels including Abode Services and Building Futures. As of August 11, 40 days into the Challenge, 125 guests had viable housing plans in place.

100 & Beyond: On August 17 AC Care Connect kicked off a four-month collaborative initiative for Safer Ground hotel staff to support the 100 Day Challenge and to ensure this work will be sustained for the long term. The purpose is to strengthen processes and build staff capacity to effectively develop successful housing plans. A Fact Sheet with details on 100 & Beyond is found **here**.

Improving the CHR user interface: In July we continued our work with our CHR vendor, Thrasys, to design improvements that will further curate the most critical pieces of information on a face sheet or summary page in the CHR and then provide intuitive access to more detail when the CHR user needs it. Thank you to all the CHR users who participated in one of several feedback sessions to refine the design. We heard you and will share more details soon.

Wave 4 onboarding: CHR participants for Wave 4, spanning July - September, have been finalized. Participants include:

- New programs from Abode, ACBH, AHS, BACH, Bonita House, Cherry Hill, HCSA (EMS), and Lifelong
- New organizations: Asian Health Services, La Clinica, Building Futures (COVID-19 hotel operator staff)
- UCSF & Samuel Merritt nursing groups that staff the COVID-19 hotels

The CHR user onboarding team is conducting Workflow and Readiness Assessments and CHR user training for these organizations.

Wave 5: Planning is underway for Wave 5, which will span October – December. We are currently reaching out to new organizations to execute Data Sharing Agreements. The CHR user onboarding team is assessing organizational capacity based on size of the program teams that are interested in participating.

Upcoming Training and Resources

We offer many ways to learn more about the CHR and get your questions answered including:

CHR Refresher Training, September 14, 1 - 3 pm: This two-hour training is for CHR users who have attended a CHR training and need a refresher. We will review the primary components of the data privacy framework (including attribution and what data you can see with and without an ISA), and provide a quick demo of key "impact moves" in the CHR. This session will be participatory in nature, so come ready to "play" in the CHR! Register **here**.

If you need help logging in before this session, please contact the Helpdesk at **CareConnectHelp@acgov.org** or (510) 618-1997. Click **here** for a Tip Sheet.

CHR Make-up Session, September 23, 1 - 4 pm: This three-hour training is intended for CHR users who have never been trained and are staff of a program previously onboarded. This session will *not* include onboarding new programs to theCHR. In this session participants will learn:

- What data is shared in the CHR and how this information applies to you

- The nine primary functions you can use within the CHR to coordinate care for consumers you work with
- How to access the CHR when you are at your organization

After completing the training, new users will receive their CHR username and password, and will be able to access the CHR. Register **here**.

Elbow Support sessions: These are opportunities for one person or small groups/teams of current CHR users to access additional support and training. Tailored to your needs, these virtual sessions may cover a variety of topics including troubleshooting login issues, guidance on building dynamic lists, instructions on how to add yourself to a consumer's Care Team, how to configure external alerts, and how to integrate the CHR into your workflow processes. Click **here** to complete the form to schedule a session.

The next virtual "Elbow Support Office Hour" is scheduled for September 16 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 by clicking **here**.

Onboarding new programs to the CHR: Click **here** to sign-up to onboard new programs to the CHR.

Recordings of past webinars are available **here**. Topics include *Review of Impact Moves, Information Sharing Authorization, Housing Tab Review,* and *Using the CHR for Your COVID-19 Response*.

Are you a CHR Super User? Join us! A Super User is the "go-to" person within your organization who provides AC Care Connect with recommendations on how to improve the CHR and make it easier to use and more effective for your organization's needs. Our Super User Workgroup meets the 1st Tuesday of each month from 2:30 - 4:00 pm. The next meeting is Tuesday, September 1. To learn more, email Carla Justice at **cjustice@pcgus.org**.

Data Corner

CHR usage continues to increase. As of the beginning of August:

- 596 persons (a 4% increase since the end of June) have now been trained as CHR users and have CHR user accounts. Of these, 542 users (91%) have logged into the CHR since its launch.
- In July a total of 29 new CHR users were trained.
- Trainings have been conducted for CHR users in a total of 25 organizations/programs.
- The top three organizations using the CHR, based on both the number of users trained and the number who have logged in are:

BACS: 102 trained; 78 logged in
ACBH: 89 trained; 53 logged in
Lifelong: 58 trained; 55 logged in

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

www.accareconnect.org