Community Health Record (CHR) User Newsletter September 2020

Dear CHR Users, Super Users, and Supervisors,

Welcome to our September CHR User newsletter! Each month we bring you updates on improvements and enhancements to increase the Community Health Record's (CHR's) usefulness to your work and benefits to consumer care.

Topics include:

- Organizations with the most CHR users trained
- 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
- CHR usage stats

If you are new to our mailing list and didn't receive the August issue, you can find here.

We hope you find these updates helpful to your work and we appreciate your readership.

Top Three Organizations

As of September 8, the organizations with the most CHR users trained were:

- Bay Area Community Services: 107
- Alameda County Behavioral Health: 108
- LifeLong Medical Care: 60

Impact: How the CHR is used to support whole person care

We love hearing your stories of how you or other providers in your organization have used the Community Health Record (CHR) as a tool for coordinating care and improving health outcomes. This month's story was shared by Sun Hyung Lee, LCSW, MPH; Interim Transition Age Youth Division Director, Alameda County Behavioral Health.

"One of the Transition Age Youth providers who did not yet have CHR access had a client who had been missing for the past week. His mom had placed a missing person's report and the provider had checked to see if the client had shown up at John George Psychiatric Hospital or a local hospital. The provider also checked the inmate locator to see if the client had been in jail. I was able to log on to the CHR and found that the client had emergency visits at two hospitals outside of Alameda County in the past week. Since these were emergency visits, this data was not available in our mental health records. While this information did not necessarily aid in the client's return, it was comforting for all of us to

know the client had recently received services at these facilities. Luckily, he returned home in the next couple of days."

To share your story, contact the Helpdesk at **CareConnectHelp@acgov.org** or **(510) 618-1997**

Click **here** to learn more about whole person care.

What's New?

Highlights of recent activities, changes, and enhancements to the CHR include:

Outpatient data is now flowing into the CHR. This includes expanded hospital outpatient (OP) data as well as clinic data (e.g., from the Community Health Center Network). The data is for service dates from 9/4/20 going forward and includes date and location of service and associated diagnosis codes (*if available*). Similar to ED and inpatient visits, the OP data can be found in the *Encounters* section of the CHR. Reports are being developed and will be available under the *Analytics* section.

Update on Santa Rita jail census data. As mentioned in the August newsletter, we are now receiving limited publicly-available jail census data—information on jail stays and releases only. The information is viewable in the CHR's *Analytics* feature. CHR users are able to see the information for consumers who are attributed to their organization. This data can facilitate finding consumers who are lost-to-care and support better coordination of care for both consumers who are incarcerated and those who are being released from jail. Over the past month, we've been working to match the jail census data with records from other sources in the Social Health Information Exchange (SHIE). Matching is still in process and will be completed soon. We expect this to result in 50% of those in the Santa Rita jail data feed (about 1,000 consumers) confidently matched in the CHR.

Change to deactivation timeframe for CHR user accounts: now *90 days*. The time frame for deactivation of CHR user accounts has been changed from 180 to 90 days. If it's been more than 90 days since you logged in you will receive a *deactivation* message when you attempt to log in. Please contact the Helpdesk to be reactivated: **(510) 618-1997** or **CareConnectHelp@acgov.org**.

CHR User survey results are in! Thank you to all who completed our recent survey about Helpdesk services, CHR use with care coordination, and CHR users' knowledge and impact move utilization. A final open-ended question asked for comments/feedback about the CHR.

Highlights include:

- 102 people participated (16% of the 651 in the mailing list)
- 30% used the Helpdesk in the past three months; overall they were satisfied with the service they received
- Three-fourths (74%) used the CHR; most found it useful in Care Coordination and somewhat helpful in their COVID-19 response efforts
- Respondents expressed a desire for more data sources in the CHR and to have more people using the CHR
- Respondents felt that the trainings are well executed, but noted that they cover a lot of information
- Several expressed a desire for more refresher trainings
- There is opportunity to improve and increase use of the Shared Care Plan

Next steps: We are discussing the findings with AC Care Connect's management team and will share our next steps soon.

Are you a Super User? Join us! Is someone from your organization attending the monthly Super User Workgroup? Each program (at minimum, each organization) should have one representative attending the Workgroup to ensure that your team is receiving key updates related to the CHR (data feeds, new features, ISA updates, etc.). Held the first Tuesday of each month, the Workgroup is also an opportunity to share feedback to help us improve the CHR. Email Carla Justice at **cjustice@pcgus.com** for more info.

Thank you to the following organizations for their regular participation in the Workgroup: Alameda Health System, Alameda Alliance for Health, Bay Area Community Services, Bonita House, Alameda County Behavioral Health, Native American Health Center, and Family Bridges

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 also *Upcoming Trainings and Resources* below.)

The Information Sharing Authorization (ISA): the key to comprehensive care coordination. When a consumer has a signed ISA in the CHR, all CHR users who have a validated treating provider relationship with the consumer are able to see expanded information in the consumer's CHR. This supports more comprehensive care coordination. Consumers must sign the ISA by hand and all four pages must be uploaded to the CHR. COVID-19 has made it difficult to collect ISAs since many providers have switched to telephone and/or videoconference visits with their consumers. There are two ways to obtain a signed ISA:
- In person or mail: Consumers can sign the ISA and return the form in person or by mail to you or your office to be uploaded to the CHR.
- Email: Consumers can email a photo or scanned image of their signed ISA to the AC Care Connect Helpdesk (**CareConnectHelp@acgov.org**). A staff person will consolidate the four pages and upload the file to the CHR.

Find more ISA resources **here**.

Coordinating mental health treatment for clients who are in jail. Find a "how-to" guide for mental health providers serving clients who are in jail **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 ended on September 4 with 98 households transitioned to permanent housing! Focused on developing viable housing plans for guests of the COVID-19 hotels, this initiative housed an average of one household per day over the 100 day period. The CHR played a role in helping providers at the hotels identify housing resources and connect guests to these.

100 & Beyond Collaborative launched. Building on the 100 Day Challenge, this four-month collaborative is facilitated by AC Care Connect. It supports staff of Safer Ground hotels in strengthening processes and building staff capacity to develop viable housing plans for hotel guests. Participants will learn how to use the CHR as a tool to coordinate care across organizations and hotel sites. The FEMA shelter reports, now in the *Consumer Reports* section of the CHR, are a useful reference to locate consumers in the hotels. The kick-off meeting earlier this month was well-attended and all were eager to share their successes

and lessons learned.

Participating organizations include:

- Abode Services: one team each from the Oakland, Newark, and Livermore hotels
- Berkeley Food and Housing: one team from the Berkeley hotel
- Building Futures: one team
- East Bay Innovations: one team serving multiple hotel sites
- Five Keys: one team from the Oakland hotel
- Housing Consortium of the East Bay: one team from the Oakland HomeBase site

A fact sheet with details on 100 & Beyond is found **here**.

Demand for CHR training continues to grow. In our trainings, or "Waves," we train staff from programs and organizations spanning a variety of sectors that are involved in providing care to enrolled consumers.

- **Wave 4** launched in July and is coming to a close soon. Participating organizations include Abode Services, Alameda County Behavioral Health, Alameda Health System, Bay Area Community Health, Bay Area Community Services, Bonita House, Cherry Hill, Health Care Services Agency Emergency Medical Services, and LifeLong Medical plus staff of the isolation and quarantine hotels.
- **Wave 5** will span October through December. Participants will include Asian Health Services, Building Futures' hotel staff, Roots Community Clinic, and several substance use disorder (SUD) and mental health partner organizations.
- **Wave 6** is still in the early planning stages and will launch in early 2021.

Upcoming Trainings and Resources

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

Missed a training? Attend a CHR make-up training. This is for CHR users who have never been trained and are staff of a program previously onboarded. After completing the training, attendees receive their CHR username and password and are able to access the CHR.

- September 23, 1 - 4 pm: Register **here**.
- October 29, 1 - 4 pm: Register **here**.

Already attended a training, but need a refresher? This training is for you! This two-hour participatory session covers primary components of the data privacy framework and includes a demo of key "impact moves" in the CHR. October 19, 1-3 pm:
Register **here**.

Need additional support? Elbow Support sessions are opportunities for one person or small groups/teams of current CHR users to access additional support and training. Click **here** to schedule a session.

New to the CHR? Click **here** to sign-up to onboard new programs to the CHR.

Missed a webinar? Recordings of past webinars are available **here**. Topics include *Review of Impact Moves; CHR Functions You May Not Know About; Information Sharing Authorization (ISA); Housing Tab Review, Reports, and Q&A; Using the CHR for Your COVID-19 Response;* and our most recent webinar: *Using the CHR for Care Coordination: Focus on consumers at Santa Rita jail and at the FEMA COVID-19 hotels.*

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**.

Data Corner

Recent highlights include:

- 642 persons (a 7% increase since the end of July) have now been trained as CHR users and have CHR user accounts.
- In August a total of 35 new CHR users were trained.
- Trainings have been conducted for CHR users in a total of 25 organizations/programs.

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

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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