

COMMUNITY HEALTH RECORD (CHR) MONTHLY NEWSLETTER

- April 2021

Welcome to our April 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

April 29th

1:00 – 4:00PM

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

May 19th

9:00AM – 12:00PM

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

May 18th

2:00 – 3:30PM

[CHR Refresher Training](#)

May 25th

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.

ELEMENO

Elemeno houses a variety of references that can assist you in [entering an ISA \(Manual & DocuSign\)](#), [editing/reviewing an ISA \(Manual & DocuSign\)](#), and [Navigating Analytics \(Report\)](#).

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](#).

IMPORTANT UPDATES AND REMINDERS

Collecting ISAs Improves Care Coordination

There are multiple ways that a user can now upload an Information Sharing Authorization (ISA) both manually and through the new DocuSign feature! We would like to highlight the **benefits of getting a full ISA** (we **recommend both checkboxes**, if the consumer is comfortable) signed:

- **NEW:** Allows users to see hospital CCDA documents (which could contain discharge instructions, active medications lists, encounter details, and more) if both HIV test result and Mental Health boxes are checked
- **NEW:** Allows users from Non-HIPAA covered entities (NCEs) who are part of a client’s Care Team to see the CHR record
- Allows Substance Use Disorder (SUD) Treating providers to access more information in their consumers’ records because they are read-only users, who are unable to enter and collect ISAs
- It only takes one CHR user to upload an ISA for a consumer, to make that data viewable for any user who has a treating relationship with the same consumer
- Allows the user to enter care coordination notes into the Shared Care Plan

AC Care Connect would like to recognize and thank Brenda Bautisa, a Care Coordinator from the Native American Health Center (NAHC) in Oakland. Brenda is the first CHR user to successfully begin using the new DocuSign feature to collect ISAs in her work with consumers! Brenda is a part of the Care Neighborhood/ Health Homes Program, which is collectively putting in significant time and effort (with leadership from the



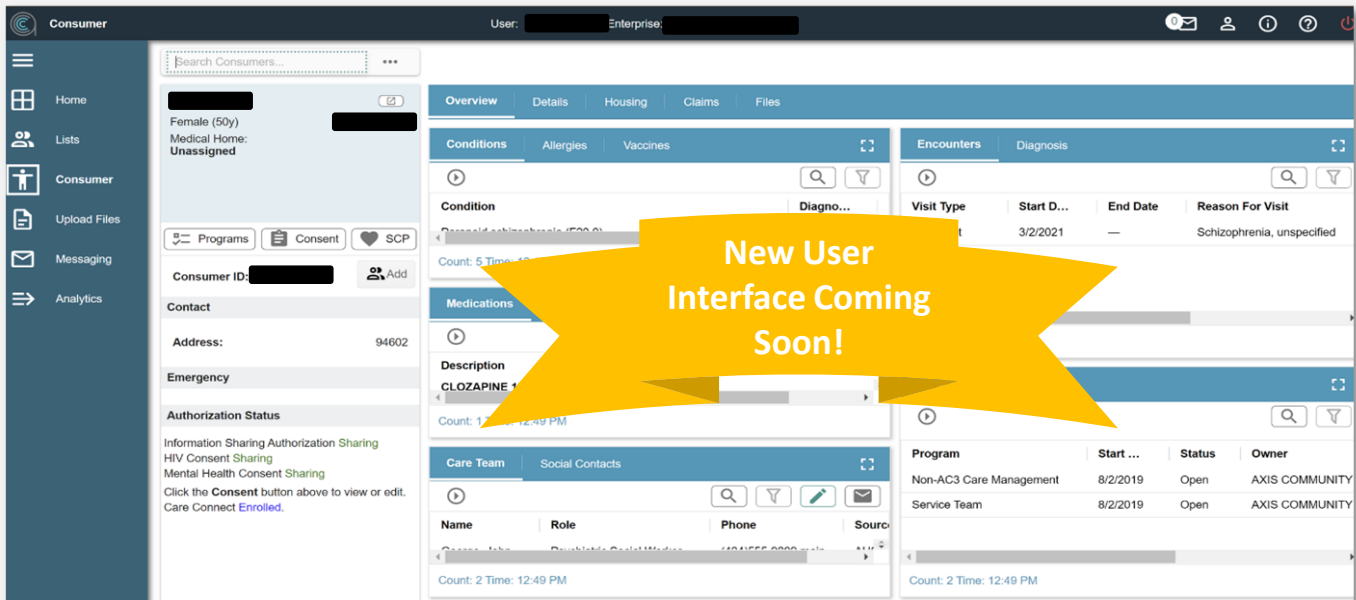
Community Health Center Network, or CHCN) to get more ISAs signed and collected, improving the value of the CHR and its ability support more effective care coordination.

For more information on how to upload or edit an ISA consent form, please see the program guidance documents and ISA tip sheet resources on [Elemeno!](#)

COMING SOON

NEW CHR User Interface Enhancements Coming

You may have noticed some exciting changes to the user interface of the CHR! Additional updates to help care coordinators navigate important consumer medical and housing data will appear in the upcoming weeks. These user interface updates will mainly apply to the Consumer Record and compliment the current features and functions users already operate to navigate within the system. [Watch this three minute video](#) to familiarize yourself with the upcoming enhanced CHR. More follow-up support resources will come soon!



SUPER USER WORKGROUP

The April Super User Workgroup was another success with great discussion and participation! Super Users learned some advanced new tips for using the CHR and were able to collaborate and share successes and challenges in care coordination.

Super Users discussed the need for a community Frequently Asked Questions (FAQ) resources to refer to more advanced questions that come up and often require a bit of research by AC Care Connect. While we work on developing this resource, we would like to share the recently completed [Super User Directory](#) - please take a minute to review and make sure you know your organization's Super User(s) and connect with other Super Users as you see fit!

We have heard you and know that the Super Users are eager to meet and engage in person! We will continue to

monitor the circumstances and will begin planning for in-person opportunities to convene when it becomes safe and HCSA has established guidelines for group meetings. Meanwhile, our next required meeting will be held via Zoom from 2:30-4:00PM on May 4, 2021. Our continued 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 there to help you and your ability to use the CHR with the work that you do.

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 for more information.

TIPS & TRICKS

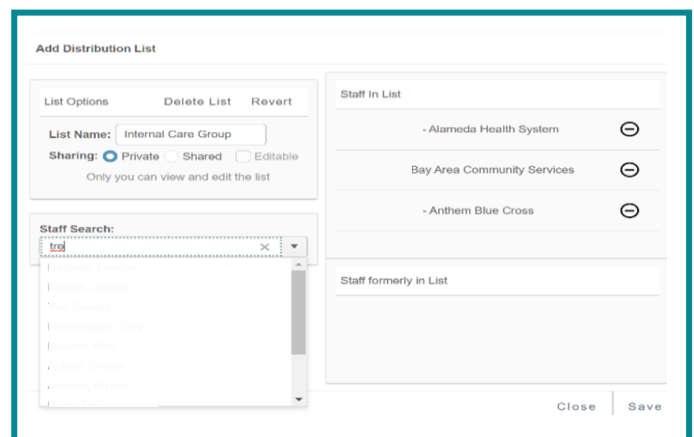
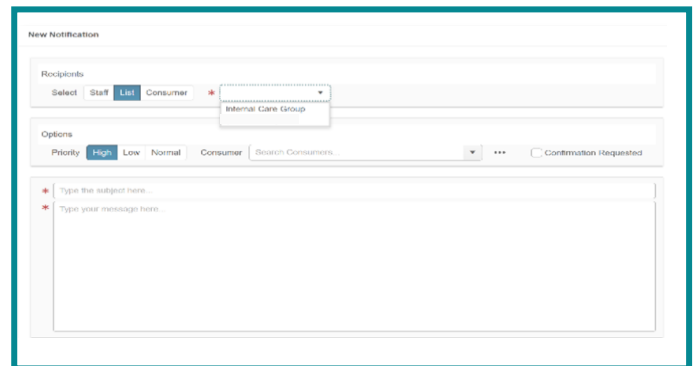
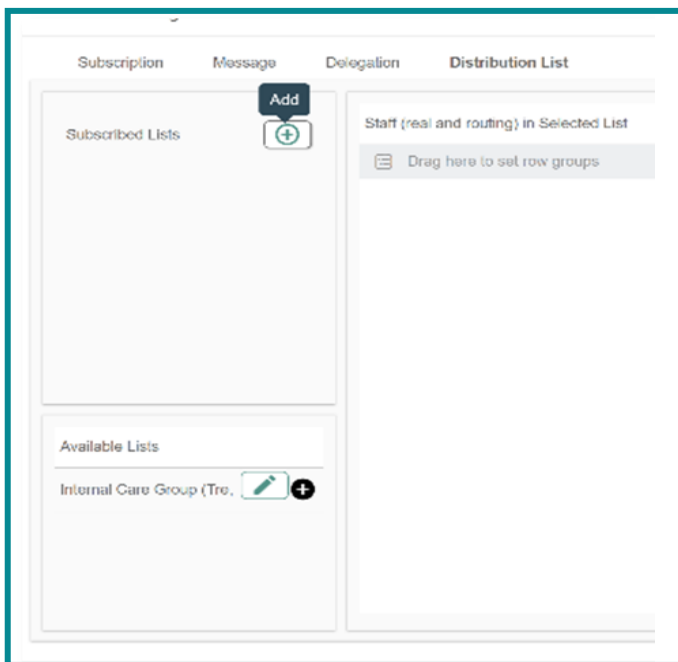
Using and Saving Message Distribution Lists

When users create a new notification through the **Homepage Message** or **Messaging** feature of the CHR internal messaging system, there is a way to create lists that will populate multiple recipients in one step versus having to add them one recipient at a time to a new message. To create messaging distribution lists for use:

1. Click on the Messaging icon on the Main Side Menu and then click on the Settings icon (*gear wheel*). Next, navigate to the Distribution List tab (*far right*).
2. From the Distribution List popup window, click on the ADD icon (plus sign) to create a new list. From this popup, give the list a name, choose if want to make it a private or shared list, and begin search to select (find user's name and hit ENTER) to populate intended recipients.

3. After your list is complete, hit SAVE. Now, when creating a new notification, select list under the recipient options.
4. Use the drop-down blank data field to the right and the name of available subscribed distribution lists will appear for selection.
5. Choose a distribution list and all users populated as intended recipients on that specific list will appear.
6. Users can then remove any recipients populated from list by selecting the remove icon next to the recipient's name.

These generated lists apply to Messages/Messaging notifications ONLY and will not show up in other list areas of the CHR. Just another way to make messaging other CHR users, especially those you coordinate with often, that much simpler!



WHAT'S NEW

DocuSign New Alert

A new ALERT has been added to the alert subscription window, allowing users to subscribe to receive an alert when the consumer has completed the DocuSign process. Once the system has received the consent form, the user who subscribes to the alert (DocuSign ISA (My Requests)) will receive this alert notification. This is a great way to track when your consumers' ISAs requests are complete, supporting more effective care coordination through enhanced information sharing among Care Team members.



Housing Tab: "Inactive" Programs Added

You may notice additional programs listed in the consumer record under the housing tab. The data feed from HMIS now includes programs that are inactive - these programs will be indicated as such. Hopefully, this is helpful historical information to help Care Team Members understand what housing services and resources have previously been offered to a consumer.

DATA CORNER

As of April 8, 2021, over 980 individuals from 27 organizations have been trained as CHR users and have CHR user accounts. In March 2021, a total of 47 new CHR users were trained.

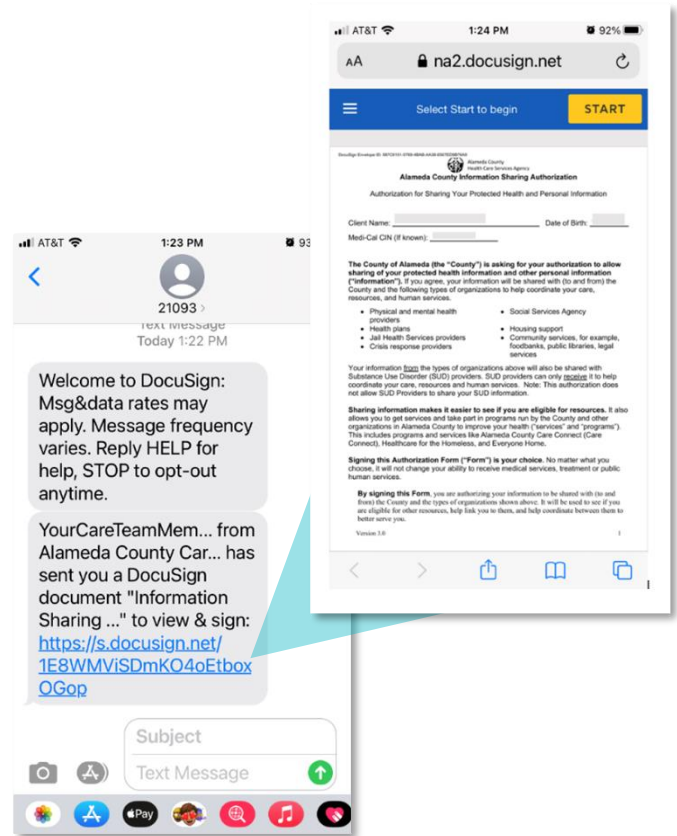
Top Three Organizations

As of April 8, 2021, the organizations with the most trained CHR users were:

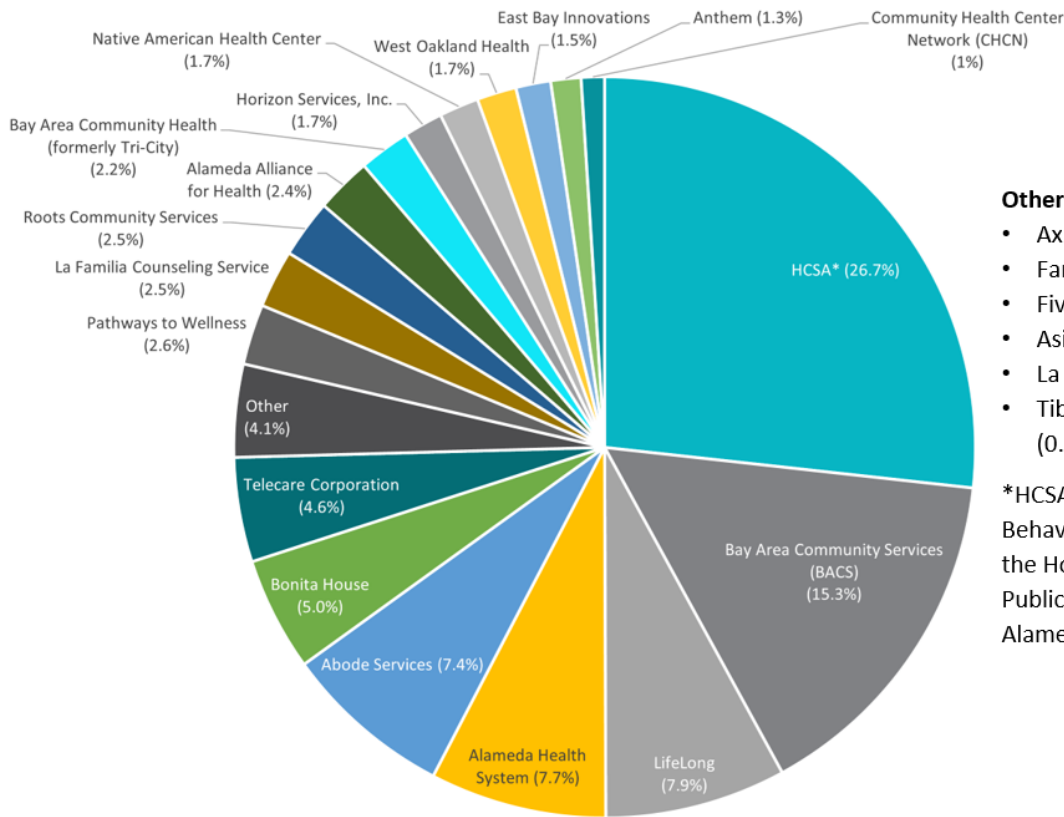
1. Bay Area Community Services (BACS)
2. Alameda County Behavioral Health (ABCH)
3. LifeLong Medical Care

Consumers Can Now Complete ISA Consent Through Text

When utilizing the new DocuSign feature to upload an ISA to unlock the release of more consumer information for care coordination, users can now send the DocuSign link via a text message to a consumer's SMS phone. Users will still need to input a consumer's email address to upload an ISA via DocuSign, but in addition to getting an email, the consumer can choose to access and submit the consent form via a SMS link that comes directly to their phone. To learn more about how to upload an ISA through the DocuSign function, please see the [Enter An ISA Manual & DocuSign Tip Sheet](#) posted on Elemeno!



Organization Trained Users as of April 12, 2021



Other includes:

- Axis Community Health (0.8%)
- Family Bridges (0.8%)
- Five Keys (0.7%)
- Asian Health Services (0.6%)
- La Clinica de la Raza (0.6%)
- Tiburcio Vasquez Health Center (0.5%)

*HCSA includes Alameda County Behavioral Health, Health Care for the Homeless, Alameda County Public Health Department, and Alameda County EMS.

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, May 19th, 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) 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 | **Chelsea Andrews**, Everyone Home | **James Jackson**, 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 | **Michelle Starratt**, Housing and Community Development