

# COMMUNITY HEALTH RECORD (CHR) MONTHLY NEWSLETTER

- May 2021

Welcome to our May 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

All CHR trainings are updated on Elemeno. Click [here](#) to view and register for upcoming trainings.

**May 25<sup>th</sup>**

1:00 – 4:00PM

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

**June 9<sup>th</sup>**

9:00AM – 12:00PM

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

**June 17<sup>th</sup>**

2:00 – 3:30PM

[CHR Refresher Training](#)

**June 28<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.

**Substance Use Disorder (SUD) Training:** If your organization is covered under 42 CFR Part 2 (legal requirements surrounding confidentiality of substance use disorder patient records) and is in need of our 2.5-hour substance use disorder (SUD) training course on how to utilize the CHR in "read only" mode, please submit a [CHR Training Request Form](#) and we work with you to schedule a training date and time.

## IMPORTANT UPDATES AND REMINDERS

**CHR now permanently displays Alameda County Medi-Cal and uninsured consumers**

Before starting the COVID-19 pandemic, consumer records in the CHR were limited to Alameda County Medi-Cal clients who were eligible for AC Care Connect services. In 2020, in conjunction with the emergency order by the County Public Health Officer, the Data Governance Committee voted to approve an Emergency Request to expand CHR/SHIE records to include all Alameda County Medi-Cal and uninsured consumers in Alameda County, referred to as the "expanded population", to support an effective, county-wide public health response. This expansion resulted in an increase in CHR records from about 60,000 to more than 700,000 individuals.

In April 2021, the Data Governance Committee voted to permanently keep the inclusion of the expanded population in the CHR/SHIE beyond the duration of the COVID-19 pandemic. Over 30 SHIE participants have now been notified of the Amended and Restated SHIE Data Sharing Agreement to reflect this change, effective July 1, 2021. Consequently, HCSA's Emergency Request will no longer be part of the Agreement. This contractual change will be seamless to users, and we expect continued enhanced usability of the CHR for users via access to the broader number of individual records. Our ultimate vision is that all Alameda County residents benefit from improved care coordination supported through SHIE and CHR data integration efforts.

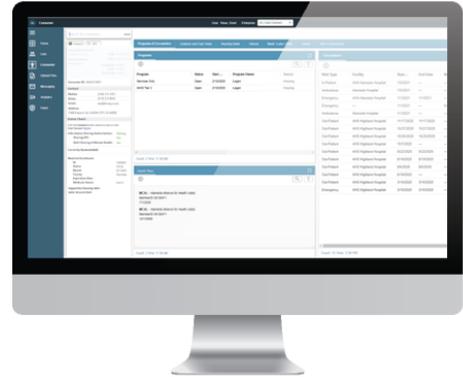
It is important to note that the SHIE and CHR are managed through a robust privacy framework that ensures users only see records for those consumers that are appropriately linked to their organization; users do not have access to all 700,000 records – with the exception of some county and emergency response users. The privacy framework also builds in data protections for different types of organizations as well as special categories of data. The Information Sharing Authorization (ISA) remains an important component of the data privacy framework, giving consumers an active choice in enhanced information sharing between their Care Team members, across organizations. (See Benefits of Signing the Full ISA below for some recent updates to importance of the "full" ISA.)

## Sutter Data in Now Live!

Sutter Admission, Discharge and Transfer (ADT) data and CCDAs from Eden Hospital and Alta Bates Summit (Merritt Campus, Herrick Campus, and Providence Imaging Center) are now live in the CHR. You can retrieve CCDAs in the “Files & Documents” Tab of an individual consumer’s health record under “Uploaded Files” and search for a Continuity of Care attachment. Click on the link “Continuity of Care” (highlighted in blue) to open the care summary. **NOTE: The CCDAs will only be accessible if the consumer has a signed ISA that grants Mental Health and HIV data sharing content.**

## NEW CHR User Interface Enhancements are Here!

You may have noticed changes to the user interface of the CHR this month! Updates to the CHR were made to help care coordinators navigate important consumer medical and housing data. These user interface updates apply to the Consumer Record and compliment the current features and functions users already operate to navigate within the system. Watch this [CHR Redesign Preview](#) video to familiarize yourself with the newly enhanced CHR. You can also check out the [CHR Display Update](#), [Add/Remove Self to/from Care Team](#), and [Impact Moves](#) User Interface tip sheets on Elemeno.



## TIPS & TRICKS

### Top 5 Benefits of Signing the “Full ISA” (signed [with both Mental Health and HIV checked](#))

- **NEW:** CCDAs Documents from hospitals (detailed encounter reports with info such as medication lists, discharge instructions, and more) are visible only when the full ISA is signed – both Mental health and HIV test result release information should be checked.
- **NEW:** Improving ability of Care Team Members at non-HIPAA covered entities to coordinate care, since they will only see records for their consumers that have a signed full ISA – with both Mental Health and HIV checkboxes marked.
- **NEW:** Improving ability of Substance Use Disorder (SUD) (Read-Only) Care Team members to coordinate care, since the system restricts them from uploading an ISA to prevent disclosure of specially protected SUD treatment information.
- Allows users to document and use Shared Care Plan in the record to document and coordinate care.
- Only one ISA is needed per consumer – an ISA is not required by each user or care team member!

### Elemeno

You can now access the [AC Care Connect Academy and Additional Trainings](#) in Elemeno. The AC Care Connect Academy is a series of trainings tailored to the needs of healthcare and social services providers throughout the County. These trainings are a longer format than the typical Elemeno point-in-time resource and see to:

- Increase knowledge in care coordination,
- Promote and maximize appropriate, available services, and
- Equip providers and care managers with knowledge of resources, eligibility requirements, and referral processes for consumers (clients and patients).

To better navigate Elemeno, check out two new resources: the [Care Connect Elemeno Resources by Topic/Category](#) document and [How to Access/Navigate Elemeno](#) demo.

**New to Elemeno?** Elemeno is an online platform containing tip-sheets, guides, videos, and other resources for providers in Alameda County. In addition to resources on providing Care Management, Health Plans, Benefits, Housing, Mental Health, Primary Care, and Substance Use Disorder Treatment, Elemeno also hosts key resources for navigating the CHR. Take this [quick tour](#) to better access and navigate your way through Elemeno. Use the self-registration feature by clicking “First time? Create an Account” and entering your organization email [here](#).

## SUPER USER WORKGROUP

Thank you to all Super Users who attended the May Super User Workgroup session! There was great discussion regarding how reports can be used in the CHR, such as to support the panel review, best practices when pulling reports, and additional reports that could be created to best support CHR users.

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 June 1, 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](mailto:schen@pcgus.com) for more information.

## DATA CORNER

As of May 7, 2021, nearly 1,030 individuals from 29 organizations have been trained as CHR users and have CHR user accounts. In April 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): 159
2. Alameda County Behavioral Health (ABCH): 115
3. LifeLong Medical Care: 87

### Signed ISA Update

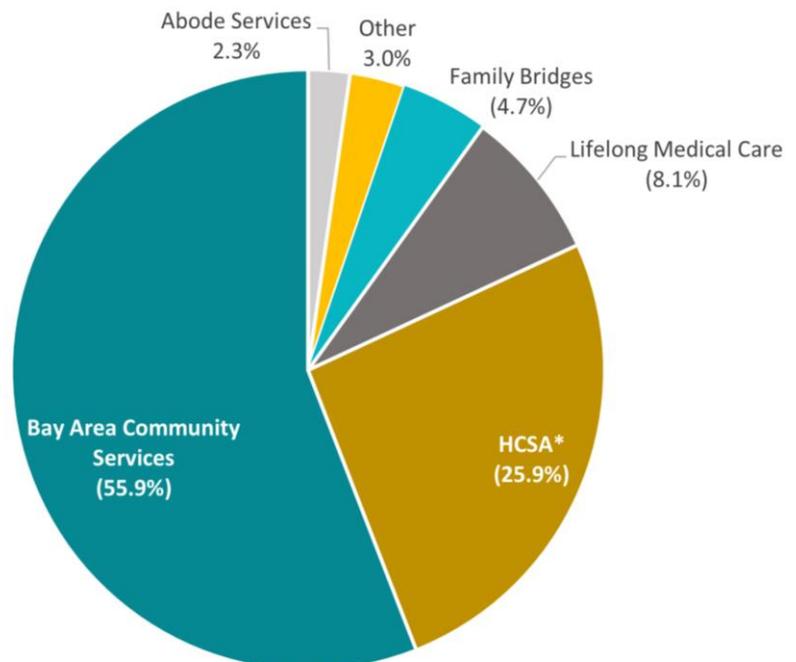
As of May 17, 2021, CHR users obtained 1,228 signed ISAs from consumers, of which eight have been signed using DocuSign. The below chart shows how many signed ISAs each partnering organization obtained since the CHR's inception. We appreciate your efforts in obtaining ISAs we continue updating ISA forms and policy to make it easier for you and consumers to sign ISAs.

### Organizations Signed ISAs as of May 17, 2021

#### Other includes:

- Asian Health Services (0.1%)
- Axis Community Health (0.1%)
- Alameda Alliance for Health (0.2%)
- Alameda Health System (0.2%)
- Native American Health Center (0.2%)
- Telecare (0.3%)
- Bonita House (0.7%)
- Tri-City Health Center (0.9%)

\* 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, June 16, 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 | **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