

COMMUNITY HEALTH RECORD (CHR) QUARTERLY NEWSLETTER

- December 2021

Welcome to our quarterly 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.

January 12th

9:00AM – 12:00PM

[CHR "New User" Training](#)

January 18th

2:00 – 3:30PM

[CHR Refresher Training](#)

January 24th

1:00 – 4:00PM

[CHR "New User" Training](#)

February 9th

9:00AM – 12:00PM

[CHR "New User" Training](#)

February 17th

2:00 – 3:30PM

[CHR Refresher Training](#)

February 28th

1:00 – 4:00PM

[CHR "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 & REMINDERS

Whole Person Care Closeout

As you may know, the Whole Person Care Pilot, also known as Care Connect, will end on December 31, 2021; however, whole person care will continue. We will be transitioning the administration of some of the Whole Person Care Pilot services to other entities. Information about what will happen when the Whole Person Care Pilot ends is located on our [Transition website](#). There, you can find a recording of the Whole Person Care/Care Connect Transition Open Webinar that was held on November 16th. You can also find [Frequently Asked Questions](#), [Provider Letters](#), Member Letters, and contact information.

Plan-Do-Check-Act (PDCA) Initiative: Improving ISA Collection

The PCDA Initiative was created to allow programs to participate in an incentivized quality improvement coaching opportunity for collecting Information Sharing Authorizations (ISAs). The goals of the ISA PDCA coaching sessions were to:

Enhance the power of the CHR by increasing the number of signed ISAs

- Provide customized support to address programs' unique challenges in obtaining signed ISAs
- Create consistent messaging regarding future revisions to the ISA
- Allow for shared learning opportunities.

Participating organizations worked with their assigned Quality Improvement Coach from October 4 – December 17, 2021 to create workflows to support increased collection of the ISA. We would like to acknowledge the following programs for their participation:

- Alameda Health System – Complex Care has now collected 40 signed ISAs
- Asian Health Services, who was recently trained, has collected two ISAs
- Pathways to Wellness, with their competitive spirit, has now collected 69 ISAs

Again, thank you to these programs for identifying your program's challenges and barriers to collecting ISAs and overcoming them!

Free CHR Workflow Consultation Services: Sign up now to increase the efficiency and effectiveness of your care coordination and case management services!

Have you ever asked yourself:

- How do I locate my clients more efficiently?
- How can I quickly identify which social service benefits my clients are receiving?
- How can I confirm my client's eligibility for services?
- How do I more efficiently support my clients after they have been discharged from a hospital?

Let us help you determine how the CHR can answer these questions and other ways you can maximize the information found in the CHR!

AC3 is excited to offer CHR Workflow Consultation Services as we enter the CHR's 3rd year of implementation. Since its rollout in September 2019, the CHR has grown by leaps and bounds – incorporating nearly 20 data streams, and partnering with nearly 30 organizations and 200 unique programs. Now more than ever, the CHR is positioned to support its users to provide more effective care coordination and case management for the clients they serve. **Sign up now!** <https://tinyurl.com/CHRWorkflow>

CHR USER SURVEY & IMPROVEMENTS TO CHR LOG IN EXPERIENCE

Thank you to all of you who completed the CHR Survey in October! We received a total of 72 responses from users from 19 organizations. In response to your feedback, we are working to simplify the login steps, have created this [login](#) tip sheet and have improved access to Help Desk support. Your valuable feedback allows us to identify ways in which we can enhance the CHR to better support you and the consumers you serve.

WHAT'S NEW

New Organizations Joining the CHR

We would like to welcome the following new organizations and programs to the CHR!

New Organizations and Programs:

- [Magnolia Women's Recovery](#)
- [DayBreak Adult Care Centers](#)
- [MedZed](#)
- [Open Heart Kitchen](#)
- [LifeSTEPS](#)
- [LIFE ElderCare](#)

Live Help Desk Access Support!

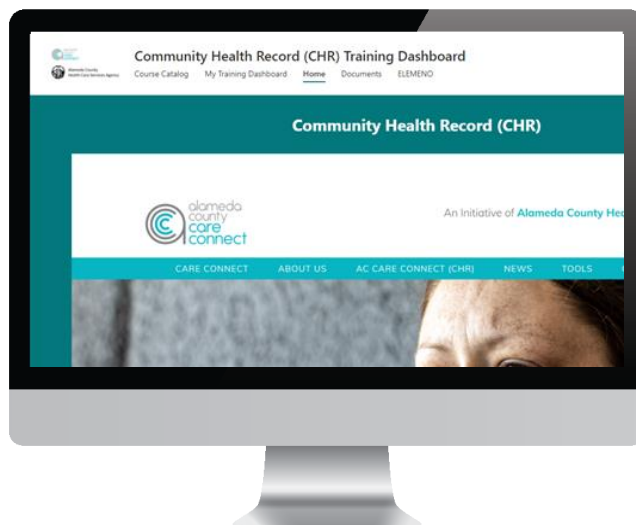
Did you know that effective November 15, 2021, **ALL** CHR users will be able to get a live person when they call to get their CHR issue resolved? Turnaround time for issues could take as little as 1 hour to 24 business hours depending on the severity of the problem. Help Desk staff will be available during business hours (Mon-Fri; 7am-5pm) to answer your call. **The Help Desk contact number is (510) 618-1997.**

Help Desk hours will be modified to account for the holidays:

- **December 20th-23rd:** The Help Desk will be limited **ONLY** to email. Please email CareConnectHelp@acgov.org with any questions.
- **December 27th-30th:** The Help Desk will be available via phone and email between the hours of 8:00AM-4:30PM.
- **December 24th and December 31st:** The Help Desk will be closed. Please submit any urgent matters to CareConnectHelp@acgov.org as tickets will be reviewed in case of emergencies.

New CHR Training Dashboard

We are excited to announce the launch of our first onboarding of a new organization via a learning management system (LMS) self-paced training platform. This pilot was launched on December 6th! The CHR online learning platform provides the ability for future training and CHR resources to be accessed online at the learner's convenience. Kicking off our LMS pilot for online CHR training, we welcome Felton Institute into the CHR Community of users. Stay tuned for more information about the Community Health Record (CHR) Training Dashboard!



NEW DATA INTEGRATION

LIVE: Improved Mental Health Data Integration!

As of October 8th, 2021, you can see mental health data for your consumers regardless of whether the consumer has signed the Information Sharing Authorization (ISA). You can [view the recording](#) or [PowerPoint slides](#) from a recent webinar where this change is explained in greater detail.

Based on recent revisions and reinterpretations of certain laws, HCSA leadership and the Data Governance Committee recently approved a county-level policy change: mental health data is now displayed in the CHR, without an additional, specific consent for mental health information on the ISA or Whole Person Care enrollment status. This decision to improve mental health information sharing marks another major step in the aligned County and State efforts to reduce fragmented care and excessive crisis system utilization.

What does this mean for you?

For any consumer that you are allowed to see in the CHR, you will now see mental health information, if we receive this data.

- This could include mental health diagnoses, medications, encounters, program information (for example, enrollment in Full-Service Partnership), and so forth.
- CHR users from non-HIPAA covered entities will still have to get an ISA from a consumer to see these records and will only see HIV test information and/or mental health information if these sensitive services checkboxes have been checked by the consumer.

COVID-19 Immunization Data

Great News! The Immunization Panel within the Clinical tab will now display COVID-19 vaccination data for consumers who have received the vaccine. You will be able to track the vaccine manufacturer information (e.g., Pfizer, Moderna, Jansen/JNJ) as well as the dose number. We would like to acknowledge the hard work of Alameda County's Public Health Department to establish this important data feed to improve the vaccine response. We hope this will help care team members across the county who continue to focus time and effort on the COVID-19 response in Alameda County.

Immunizations		
Description	Vaccinated	Source
COVID-19, mRNA, LNP-S, PF, 30 mcg	1/11/2021	CAIR (data)
COVID-19, mRNA, LNP-S, PF, 30 mcg	12/23/2020	CAIR (data)

TIPS & TRICKS

CHR Login

If you are logging into the CHR for the first time, see our [First Time Login Instructions](#) posted in Elemeno. If you experience any log in issues, please use the following tips to troubleshoot:

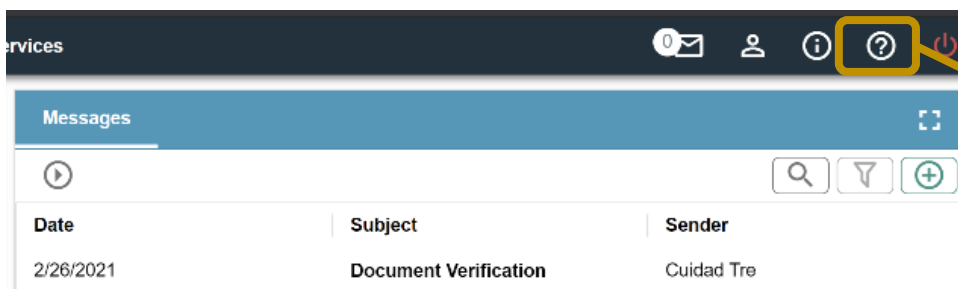
- ✔ Please use Chrome, Firefox, or Safari as a browser. *Please do not use Internet Explorer.*
- ✔ If you are at a trusted computer, check the “this is a trusted computer” box to skip entering a security code every time you login.
- ✔ Please make sure you are entering the correct username, which is your **first name.last name** (e.g., robert.smith), *not your email address.*
- ✔ Make sure you copied the temporary password and are not entering the security code from the last copy/paste. You can check what you last copied by opening a Word document and pasting.
- ✔ If you forget your password, click “forgot password” to reset.
- ✔ Check your spam folder if you are not receiving the “forgot password” or security code emails.
- ✔ If you run into issues and cannot login, please contact the Care Connect Help Desk at (510) 618-1997 or careconnecthelp@acgov.org.

Elemeno

You can now find an [Acronym Guide](#) on Elemeno to view frequently used acronyms within the CHR.

New to Elemeno? [Elemeno](#) is the go-to 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](#).

Remember, you can also get to Elemeno by clicking on the ? in the top right corner of the CHR.



Click on the ? (HELP) icon to be directed to Elemeno. The first use of this feature requires registering with your work email. After that, you will be taken directly to the CHR Resources page each time you click the ?.

SUPER USER WORKGROUP

We want to thank all Super Users for your continued dedication to the Community Health Record!

Because of your commitment to the Super User Workgroup, over the past couple of years numerous enhancements have been made to the CHR, making it a more user-friendly experience. This includes:

- Adding reports to the Analytics Module, such as the FEMA shelter report
- Improving the Information Sharing Authorization (ISA) process through the use of DocuSign and consumer consent through text
- Redesigning more efficient CHR screens and display of information
- Housing more useful data, including Medi-Medi information, EMT data, jail data, Sutter data, SNF data, and Social Services data.

Moving forward, we will provide all users with the same advanced training opportunities and materials that the Super Users have been receiving; thus, **the Super User Workgroup is being discontinued**. Our goal is to give all users access to the tools needed to make the CHR a more useful experience. To do this, we will provide all organizations and users with more specialized services, including ISA PDCA, CHR consulting and coaching, periodic topic-focused webinars and cross-sector collaborative sessions, and regular program check-ins. You will continue to have access to all Super User materials posted on [Elemeno](#).

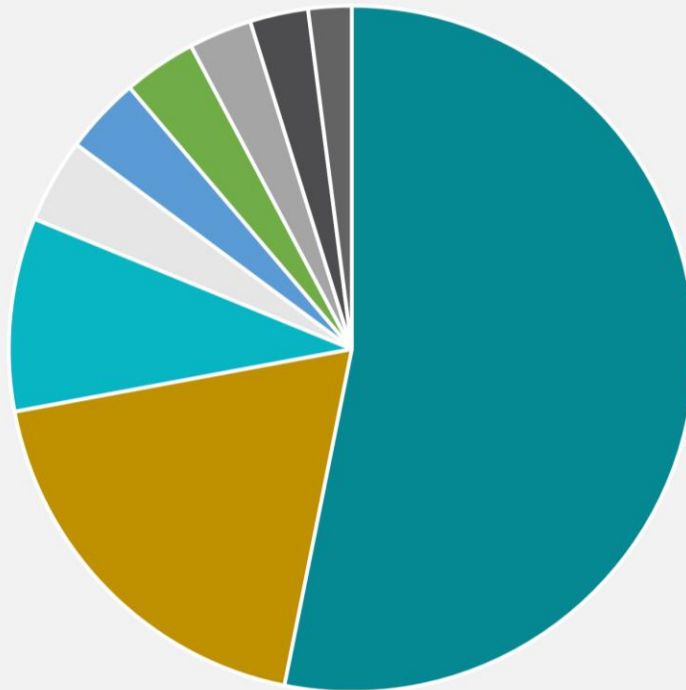
We would like to personally thank the following organizations and programs that have dedicated their time, knowledge, and efforts to the Super User workgroup and made it a success in the everchanging functionality of the CHR.

- Abode Services
- Alameda Alliance for Health
- Alameda County Behavioral Health
- Alameda Healthy System (AHS)
- Anthem Blue Cross
- Axis Community Health
- Family Bridges
- Bay Area Community Services (BACS)
- Bay Area Community Health (BACH)
- Bonita House
- Cherry Hill (Horizon Services)
- Community Health Center Network (CHCN)
- East Bay Innovations
- HCSA – Health Care for the Homeless
- La Familia
- LifeLong Medical Care
- Native American Health Center
- Pathways to Wellness
- Roots Community Health Center
- Stars Community Services
- Telecare – Changes
- Telecare - JAMHR

DATA CORNER

As of November 23, 2021, nearly 1250 individuals from approximately 30 organizations have been trained as CHR users and have CHR user accounts.

Signed ISAs as of November 29, 2021



- Bay Area Community Services (53.1%)
- HCSA* (18.9%)
- Lifelong Medical Care
- Family Bridges (4.0%)
- East Bay Innovations (3.6%)
- Other (3.5%)
- Pathways to Wellness (3.0%)
- Abode Services (2.8%)
- Alameda Health System (2.0%)

Other includes:

- Axis Community Health, Inc. (0.1%)
- The West Oakland Health Council (0.1%)
- Alameda Alliance for Health (0.1%)
- Asian Health Services (0.1%)
- Telecare (0.5%)
- City of Fremont (0.2%)
- Bonita House (0.6%)
- Native American Health Center, Inc. (0.6%)
- Tri City Health Center (0.6%)
- Berkeley Food and Housing Project (0.8%)

**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.

Resources

Need quick support? Stop by our **CHR Office Hours**. Office hours are 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. Upcoming sessions include:

- Wednesday, January 19, 11 am - noon; click [here](#) to join.
- Wednesday, February 16, 11 am – noon; click [here](#) to join.
- Wednesday, March 16th, 11 am – noon; click [here](#) to join.

Need additional support? Does your team need **Post Training Coaching** (formerly called Elbow Support) on how to use the CHR? Our team can schedule a customized session at a time that works for you. The sessions outlined below include an overview of what we can offer.

Session #1

- 1.5 hours in length
- Focus on *workflow redesign* to help incorporate the CHR efficiently
- Define successful use of the CHR for your organization
- Share information and features of the CHR that can support your work, such as analytics and reports

Session #2

- Customizable length (15 minutes – 2 hours)
- Includes any necessary follow-up from Session #1
- Continued focus on *workflow redesign* and progress check-in



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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[Visit Our Website](#)

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