

COMMUNITY HEALTH RECORD (CHR) MONTHLY NEWSLETTER

- June 2021

Welcome to our June 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.

June 28th

1:00 – 4:00PM

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

July 14th

9:00AM – 12:00PM

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

July 20th

2:00 – 3:30PM

[CHR Refresher Training](#)

July 22nd

1:00 – 3:30PM

[CHR SUD Programs & View-Only "New User" Training](#)

July 26th

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.

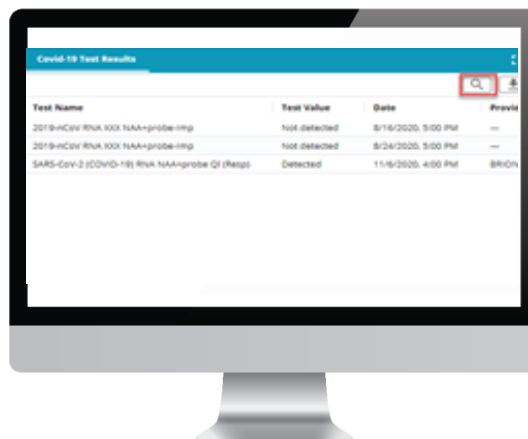
CHR Refresher Training (For existing users only): A refresher training for anyone who has previously attended a new user training and could use a review.

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 & REMINDERS

COVID-19 Test Results

As of June 3rd, COVID-19 test results are now included in the “Meds/Labs/Vitals” tab of the CHR. Click on the magnifying glass to search for COVID-19 test results. Note that these data currently come in on a monthly basis.



TIPS & TRICKS

User Interface Redesign

A few key CHR features have changed locations or been updated with the new user interface:

- Add to Care Team - The Care Team window is now available from the Contacts and Care Team tab. Click the pencil icon in the Care Team window to add yourself or someone else to a Consumer's care team.
- Medi-Cal Enrollment and Jail Incarceration status can be found at the bottom of the consumer summary panel located on the left side of the consumer record.

EMS Face Sheet

The CHR now receives data from Alameda County's Emergency Medical Services (EMS) system – called ESO. CHR users can look for an “ambulance encounter” listed on the Encounters tab. From there, we recommend that users go to the Meds/Labs/Vitals tab to see the EMS Run Sheet, which contains more detailed encounter information. Scroll down to view useful information from the EMS encounter, such as Chief Compliant, Scene Location, and Destination.

1 Encounters

Visit Type	Facility
Emergency	AHS Highland Hospital
Emergency	Sutter - CPMC Van Ness
Ambulance	CATT Unknown-Facility
Emergency	Sutter - Summit Campus

2 Lab Orders and Results

Date: 1Y 2Y 5Y All Search Active All

Description	Ordered
EMSRUNSHEET	
EMSRUNSHEET	

Elemeno

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](#).

3 Lab Orders and Results

Date: 1Y 2Y 5Y All Search Active All

Drag here to set row groups

Description	Ordered	Status
Patient Level of Distress	Mild	5/16/2021, 3:22 PM
Agency Name	Community Assessment Transp	5/16/2021, 3:22 PM
Run Type	911 Response	5/16/2021, 3:22 PM
Scene Location Type		5/16/2021, 3:22 PM
Scene Address1	1801 MELVIN RD	5/16/2021, 3:22 PM
Scene City	Oakland	5/16/2021, 3:22 PM
Scene State	CA	5/16/2021, 3:22 PM
Scene Zip		5/16/2021, 3:22 PM
Disposition	Transported No Lights/Siren	5/16/2021, 3:22 PM
Transport Due To	Patient's Choice	5/16/2021, 3:22 PM
Transport Method	Ground-Ambulance	5/16/2021, 3:22 PM
Destination	Amber House CSU	5/16/2021, 3:22 PM

SUPER USER WORKGROUP

Thank you to all [Super Users](#) who attended the June Super User Workgroup session where a demonstration of the New User Interface was presented. **NOTE: Due to the 4th of July holiday, the session next month will be canceled.** Our next meeting will be held via Zoom from 2:30-4:00PM on August 3rd where we will discuss Care Coordination and the Shared Care Plan. Our continued hope is that the larger pool of Super Users will allow for 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.

WHAT'S NEW

Jail Scheduling Tool Launched!

Through an ongoing partnership with the Forensic, Diversion and Re-Entry System of Care within Alameda County Behavioral Health (ACBH), 43 members of the ACBH staff working at the Santa Rita Jail have now been trained on a new jail scheduling platform that is managed within Syntranet, the Thrasys software system that houses the Community Health Record. This tool was designed to provide more timely access to mental health services for consumers in Santa Rita Jail. Previously, clinicians and staff would encounter logistical challenges limiting their ability to connect to clients in need of mental health services— (e.g., transfer of inmates to different locations, the structure of the housing units within the jail, unpredictability of court dates). Clinicians would spend a lot of administrative time trying to locate and schedule individuals. This new system gives clinicians and schedulers the capacity to schedule, locate and connect with a higher number of individuals, with more efficiency.

In addition to the scheduling tool, these users now have access to the Community Health Record. While the primary technical focus of this team right now is the stabilization and successful adoption of the scheduling tool, there are discussions underway for how care coordination capabilities in the CHR can be integrated with the work that ACBH is leading to improve mental health care access. We are excited to welcome this new team into the CHR community and will continue to train as new staff are hired to meet the needs of their consumers' care!

Welcome New Organizations!

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

- **STARS:** Transitional Age Youth (TAY) Level 1 Outpatient and TAY In-Home Outreach Team (IHOT)
- **Alameda County Behavioral Health:** Adult Forensic Behavioral Health

We look forward to welcoming the following entities who will be joining us soon!

- **City of Fremont:** Homeless Services, Counseling, Care Management, Youth Substance Use Disorder (SUD), and Youth Diversion
- **Titanium Healthcare:** Whole Person Care program

DATA CORNER

As of June 14, 2021, over 1,050 individuals from 29 organizations have been trained as CHR users and have CHR user accounts. In May 2021, a total of 25 new CHR users were trained.

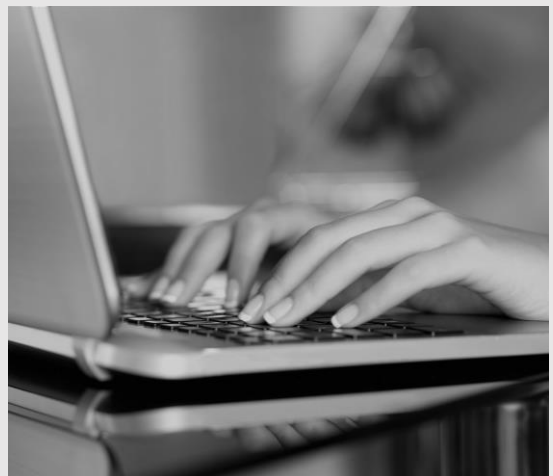
Top Three Organizations

As of June 14, 2021, the organizations with the most CHR users trained were:

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

Top 10 Most Used Elemeno Resources of the Quarter:

1. [Community Health Record \(CHR\) Resources](#)
2. [Housing Problem Solving - Housing Navigation Services](#)
3. [Behavioral Health and Case Management Roster \(FSP and Service Teams\)](#)
4. [Age Friendly Alameda County Resources](#)
5. [Alameda County Care Connect Elemeno Resources by Topic/Category](#)
6. [Creating Your Client's Housing Plan](#)
7. [Welcome to Alameda County's Care Connect Elemeno Platform](#)
8. [Housing Resource Guide for Providers](#)
9. [Quick Guides](#)
10. [Housing Problem-Solving Overview](#)



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) 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.

[Subscribe to Our Newsletter](#)

[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