COMMUNITY HEALTH RECORD (CHR) QUARTERLY NEWSLETTER

- Third Quarter 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.

CHR USER SURVEY

Alameda County Care Connect wants to better understand how you use the CHR to assist consumers with care coordination. To do so, you will be receiving a link to a survey within the next few weeks asking about your CHR experience. We look forward to hearing how using the CHR enhances your care coordination efforts.

CHR USER HIGHLIGHT: LA FAMILIA

The La Familia In-Home Outreach Team (IHOT) team was attempting to locate a client that was residing in one of the COVID Hotels. Upon talking to one of the staff at the COVID Hotels, the IHOT team was informed that the client had been transported to a hospital but was unsure of which one. The IHOT case manager was able to find the client in the CHR and identify that the client had been sent to Highland Hospital for treatment. Unfortunately, by the time they had identified the client's location, the client had already been discharged by Highland Hospital. The La Familia IHOT team is working on establishing alerts in the CHR system in order to more efficiently identify clients that are admitted to the hospital.

SIGN-UP NOW FOR CUSTOMIZED CHR CONSULTING

CHR Workflow Consultation Services: Helping you increase the efficiency and effectiveness of your care coordination and case management services

Sign up for customized CHR workflow consultation services at: https://tinyurl.com/CHRWorkflow.

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

WHAT'S NEW

New Organizations Joining the CHR

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

New Organizations:

- City of Fremont : Homeless Services, Counseling, Case Management, Youth SUD, Diversion
- Berkeley Food and Housing Project: Shelter plus Care, Albany Hope, AC Care Team, Berkeley Respite Program
- Titanium Healthcare

New Programs:

- Bonita House: CalWORKS and Dual Diagnosis
- STARS: TAY IHOT and TAY Level 1 Outpatient
- Telecare: Willow Rock PHF
- West Oakland Health Council: Maternal Health and Population Health
- Sutter Health Alta Bates Summit Medical Center: Care Coordination

Berkeley Food & Housing Project: Paving the Way for Improved Cross-Sector Partnership

This August, the Berkeley Food and Housing Project (BFHP) became the first non-HIPAA covered entity (NCE) to go live on the CHR. Four different BFHP managers, representing four teams, now have access to this tool: the AC Care Team; Berkeley Respite; Shelter Plus Care; and Albany HOPE. These teams will now use the CHR to focus on preparing consumer documents for mental health disability certification, and to gather information about mental and physical health challenges affecting consumers' access to housing resources.

 The launch of the BFHP CHR pilot also provides a working blueprint for AC Care Connect's goal of onboarding additional NCE's. Unlike their HIPAA-covered counterparts, NCE's require more front-end coordination and tracking to get trained and have additional limitations around safeguarding and disclosing protected health information. The cooperative work between BFHP and AC Care Connect has generated valuable best practices and insights that help to deal with these unique challenges. As more NCE's are expected to go live in the CHR in the future, this

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Upcoming Trainings

All CHR trainings are updated on Elemeno. Click here to view and register for upcoming trainings.

October 13th	October 21st	October 25th
9:00AM – 12:00PM CHR "New User" Training	2:00 – 3:30PM CHR Refresher Training	1:00 – 4:00PM CHR "New User" Training
November 10th	**November 18th**	**November 30th**
9:00AM – 12:00PM CHR "New User" Training	2:00 – 3:30PM CHR Refresher Training	1:00 – 4:00PM CHR "New User" Training
December 21st 2:00 – 3:30PM CHR Refresher 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.

NEW DATA INTEGRATION

NEW: Improved Mental Health Data Integration!

The rules and regulations governing how different data can be shared to improve care coordination continue to evolve! Healthcare professionals increasingly agree that by rapidly sharing more data, they can make better data-informed decisions about the care of the consumers they serve. This emerging consensus has in turn prompted changes to laws specifying how mental health information can be shared between HIPAA-covered entities for the purposes of care coordination. Based on these 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 policy change supports the County of Alameda's efforts to improve both the Care Team members' communication across sectors and their coordination of treatment for shared consumers. By simplifying access to critical mental health information, Care Team members are better equipped to ensure that consumers are getting the right services at the right time. 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.

- If there is an ISA signed with just the HIV checkbox marked, you will see CCDA documents in the record if they are available. The mental health checkbox will no longer filter out CCDA access for regular CHR users from HIPAA covered entities, if unchecked.

- 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.

We expect this change to go into effect within the next two months. We will host a webinar detailing these changes on October 20, 2021, from 12:00-1:00PM. You can register for the webinar here.

John George Encounter Information

John George Psychiatric Hospital continuity-of-care documents (CCDA documents) are now live and available for use in the CHR. These documents contain encounter-level summaries related to a consumer's care coordination activities, including reasons for visit; encounter details; treatment plans; discharge instructions; and so forth.

You can retrieve CCDA documents in the "Files & Documents" tab of an individual consumer's health record by clicking "Uploaded Files" and then searching for a continuity-of-care attachment. If you find one, click on the "Continuity of Care" link (highlighted in blue) to open it.

Please note that CCDA documents are only visible if a consumer has signed an Information Sharing Agreement (ISA) and has consented to full sharing of data types, including mental health information and HIV test results.

Skilled Nursing Facility (SNF) Encounter Data

The CHR is now receiving an additional feed of Admission, Discharge, Transfer (ADT) data from more Skilled Nursing Facility (SNF) locations. These encounters will show facility name, visit dates, type of visit and diagnosis. This information will show in the Encounters tab. We hope this data will be useful for care team members who need to coordinate care upon hospital discharge and often have trouble tracking down consumers after hospital release.

Coming Soon: Improved Housing Details Tab

This year, many housing organizations throughout Alameda County participated in training on the new Coordinated Entry changes for getting consumers assessed and matched to housing resources. AC Care Connect is working on improving the CHR's display of housing data to better support care team members who may be working with consumers experiencing homelessness. We anticipate releasing these improvements to the Housing Details tab in the first quarter of 2022. In addition to these data changes, we plan to share updated Coordinated Entry training materials on Elemeno once these resources are finalized.

TIPS & TRICKS

Contacts and Care Team

To see which enterprises a Consumer is attributed to, follow these steps.

1. Click on the Contact & Care Team Tab in the Consumer's Health Record
2. Select the **Show More** icon
3. Scroll to see a list of enterprises associated with the Consumer
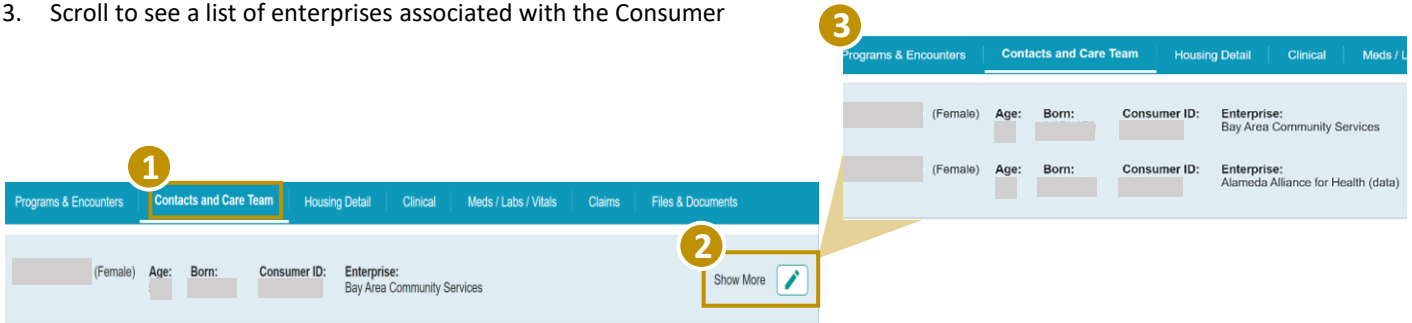
Large Volume Care Team Add

You can add multiple Consumers from Organizational Panel List to My Panel by making yourself a member of those Consumers' care team. Follow the below steps to add multiple Consumers.

1. Select Check Box to the left of Consumer ID for each consumer to be included
2. Select the User's care team role from the Care Team Role drop down
3. Click the Submit Icon
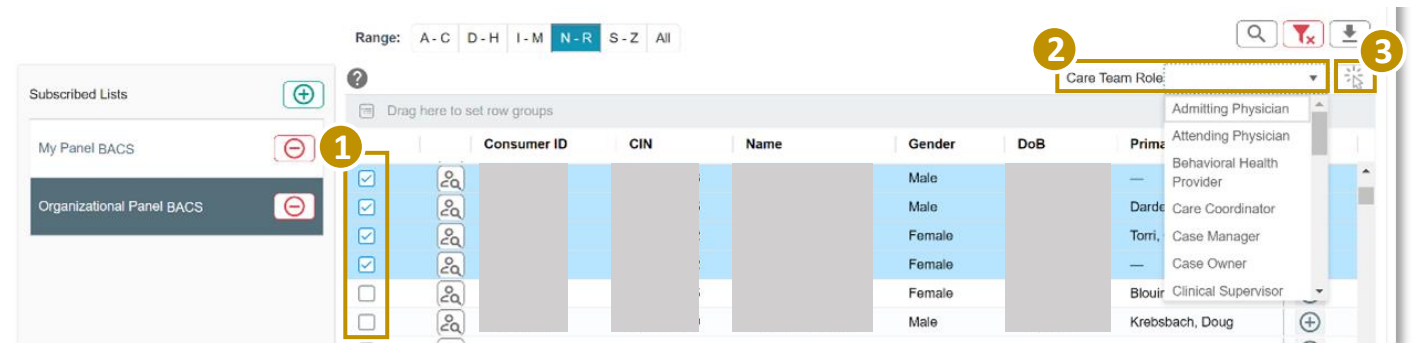
Elemeno

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.

SUPER USER WORKGROUP

Thank you to all Super Users who attended September's Super User Workgroup! We appreciate your dedication and commitment. For September, we "Looked Back to Move Forward" by reviewing all of the changes, updates, and new information that has been added to the CHR since its launch in September 2019. During the meeting, we discussed the CHR expansion (allowing for more consumers to be accessed in the CHR), the continuous onboarding of Programs, new data streams, and the key upgrades such as the availability of Medi-Medi information, the housing tab updates, DocuSign for the ISA, and a few other items. Finally, we concluded with the number of ways to use the CHR for Discharge Planning.
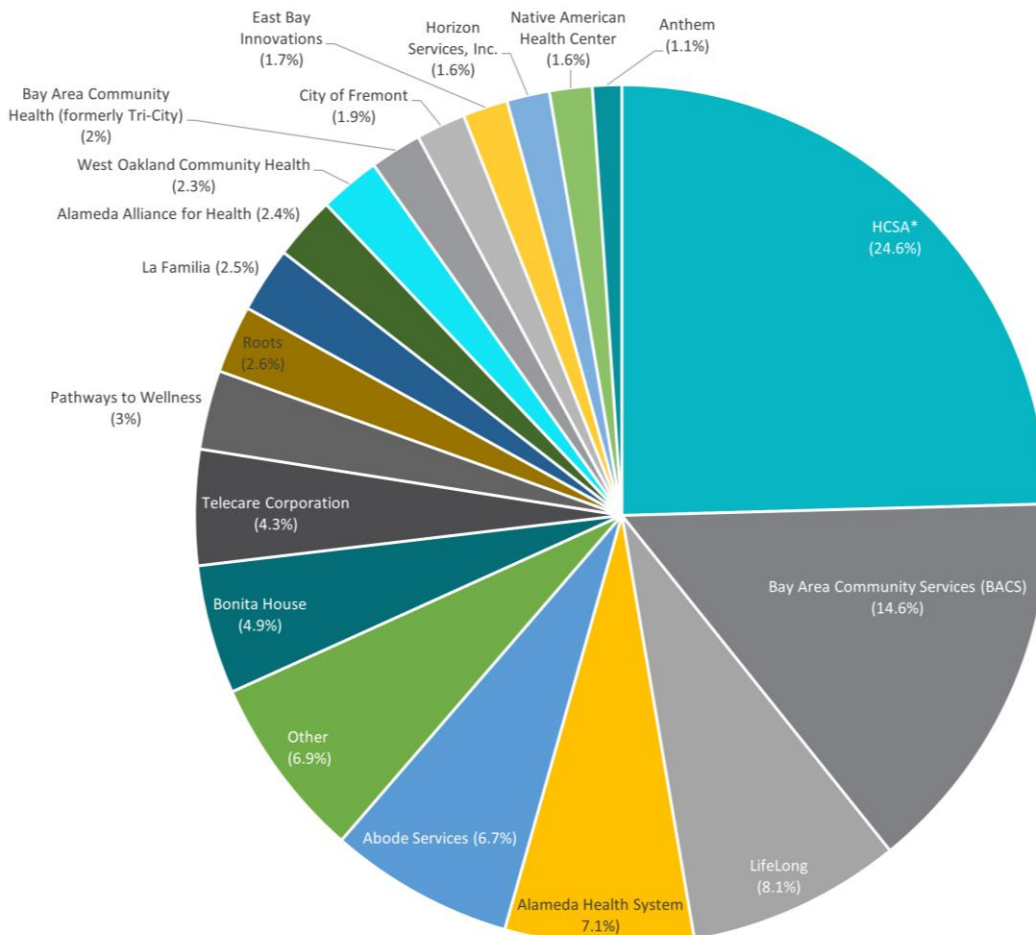
Lastly, we did announce one huge change for the Super User workgroup. The Super User Workgroup will no longer be meeting monthly, but has now decided to move to quarterly meetings to allow room for other CHR adoption and utilization activities.

If you are interested in becoming a Super User, please contact Carla Justice (cjustice@pcgus.com) for more information.

DATA CORNER

As of September 20, 2021, over 1,175 individuals from approximately 30 organizations have been trained as CHR users and have CHR user accounts. Since July 2021, over 100 new CHR users have been trained.

Organization Trained Users as of September 20, 2021

Pie chart slices:
- HCSA* (24.6%)
- Bay Area Community Services (BACS) (14.6%)
- LifeLong (8.1%)
- Alameda Health System 7.1%
- Abode Services (6.7%)
- Other (6.9%)
- Bonita House (4.9%)
- Telecare Corporation (4.3%)
- Pathways to Wellness (3%)
- Roots (2.6%)
- La Familia (2.5%)
- Alameda Alliance for Health (2.4%)
- West Oakland Community Health (2.3%)
- Bay Area Community Health (formerly Tri-City) (2%)
- City of Fremont (1.9%)
- East Bay Innovations (1.7%)
- Horizon Services, Inc. (1.6%)
- Native American Health Center (1.6%)
- Anthem (1.1%)

Other includes:
- Tiburcio Vasquez Health Center (0.9%)
- Community Health Center Network (0.9%)
- Axis Community Health (0.8%)
- Titanium (0.8%)
- Asian Health Services ((0.7%)
- Family Bridges (0.7%)
- Five Keys (0.6%)
- La Clinica de la Raza (0.6%)
- Fred Finch (0.4%)
- Berkeley Food & Housing Project (0.3%)
- STARS (0.2%)
- Sutter Health (0.1%)

*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. Registration is not required and you may drop in at any time during the Zoom session. Upcoming sessions include:

- Wednesday, October 21st, 11 am - noon; click here to join.
- Wednesday, November 18th, 11 am – noon; click here to join.
- Wednesday, December 16th, 11 am – noon; 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@intrepidascent.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