COMMUNITY HEALTH RECORD (CHR) QUARTERLY NEWSLETTER

- Second Quarter 2022

Welcome to the Alameda County quarterly Community Health Record (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.

IMPORTANT UPDATES & REMINDERS

REMINDER FOR SUPERVISORS: Training

If your program is new to the CHR, please make sure your staff are completing the Learning Management System (LMS) training course within the 30-day window! This helps ensure that we can move forward with Post-Training Support for your program once everyone is trained.

REMINDER FOR SUPERVISORS: Off-Boarding Notifications to Help Desk

When staff who are CHR users leave an organization, we request that all supervisors notify the Help Desk so that the user's CHR account can be deactivated. Contact the Alameda County Care Connect Help Desk at: CareConnectHelp@acgov.org or (510) 618-1997.

REMINDER FOR ALL USERS: Double-Check Your Alerts Settings

Please be sure to check if you are subscribed to unnecessary subscriptions like Organizational Panels for larger organizations. This will prevent the receipt of additional alerts/notifications for consumers with whom you are not working.

You can verify by selecting Messaging in the menu and then the Settings icon.
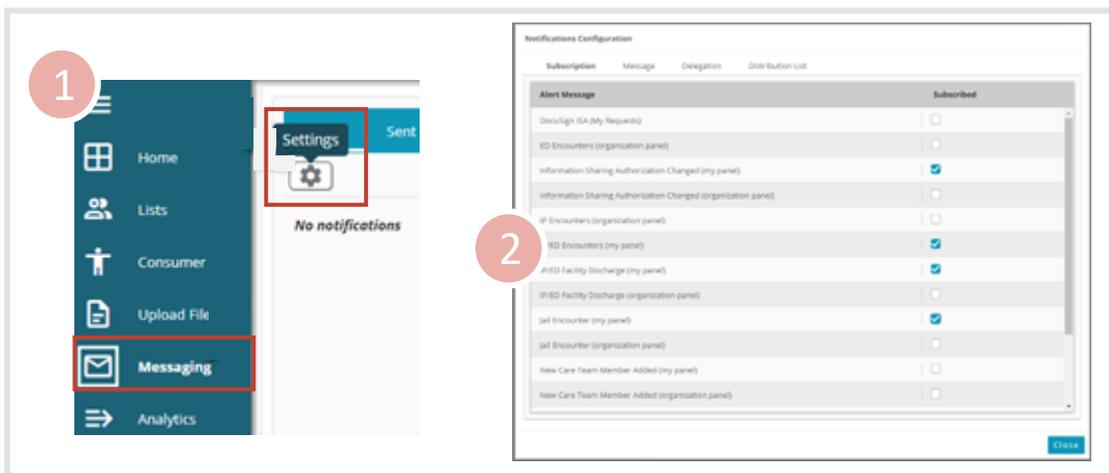
New CHR Enhancements

We are excited to announce that we have added two new enhancements to the CHR!

1 **Care Team Member Department Identification:** When you add yourself to a consumer's care team, there is a new drop-down option that lets you select your program (or "department"). This is an optional field that will tell other care team members which program you are with at your organization (or "Enterprise"). The drop-down list will populate with the programs that staff from your organization indicate when they sign up for training. If there are no departments associated with the enterprise of the user, the field will simply say "no data."
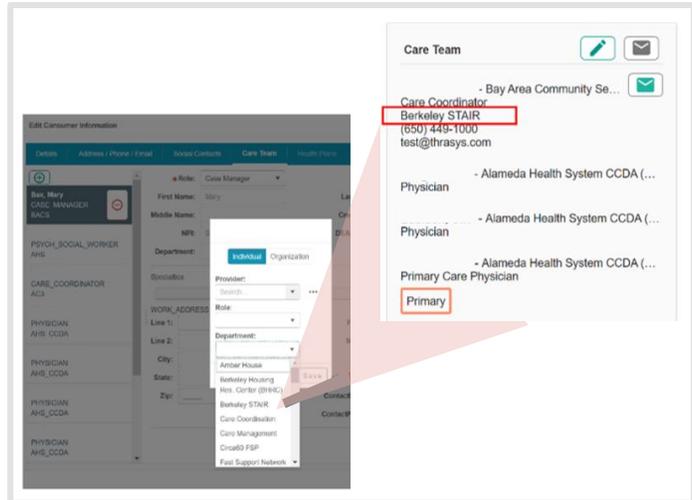
2 **View Others' "My Panel":** Users of the same Enterprise (or organization) will now be able to view each other's "My Panel" list. To see another user's "My Panel" list, first load the Organizational Panel List, select the user's name in the Provider filter, and click the Magnifying glass. The system will display that user's "My Panel" list.

The selected Provider's "My Panel" will display
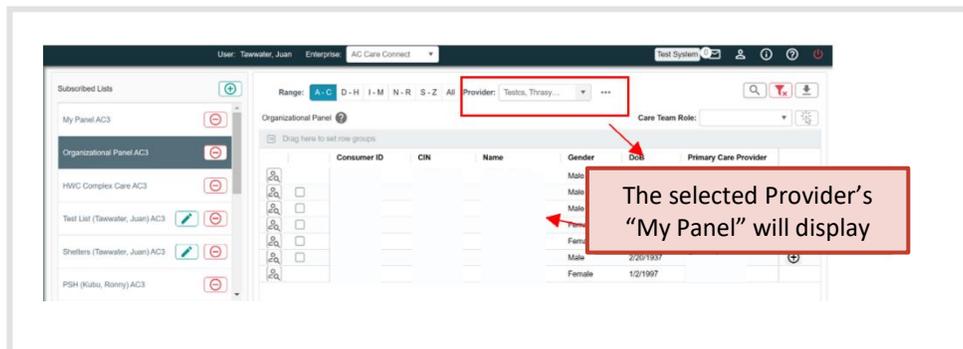
USER IMPACT STORY

"…[W]e have a client that came in and self-disclosed that she had a mental health diagnosis and was not taking medications. And usually that's a red flag for us, but I was able to use the CHR and identify whether she was actually prescribed some medications and who her doctor was, and fortunately I [had] them in my contact list. So I called him directly and I got a little bit of a rundown as far as what where he's at with his client and what her medication needs were and essentially he cleared her. He said it's a medication that she didn't need to take necessarily, and he's working with her in some other ways.

And so it gave me the access I needed to figure out the information so [the admissions team could] follow through. We brought that client in that day without a problem, whereas in the past it probably would have been something that we would have probably worked on for at least a couple of days, if not longer, just trying to track down that information."

- *Corey Glassman, Options Admissions Manager, describing using the CHR to expedite an incoming patient's admission procedure by using it to research unknown medication needs and contact critical medical personnel.*

For more information about Options Recovery Services, visit www.optionsrecoveryservices.com.

TRAINING

New Staff CHR Training

Do you have new staff who need to receive CHR training? The Community Health Record (CHR) Onboarding Team now delivers new user training via a **Self-Paced Learning Management System (LMS)**. Learners will be able to receive the CHR training at the times and pace that works best for their schedule! Staff who need access to the CHR will be enrolled in the CHR Self-Paced Training after completing this form.

Post-Training Coaching

If you have staff that have already been trained, the CHR Onboarding Team is always happy to set up personalized post-training support sessions for them. These refresher sessions can focus on how to adjust their workflow to include use of the CHR, setting up alerts and panels, troubleshooting, using reports, or any questions they may have. Please fill out the post-training request form to set up a session.

WHAT'S NEW

New Organizations Joining the CHR

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

New Organizations:

- Preventive Care Network Medical Services, Inc. (James A. Watson Wellness Center)
- WestCoast Children's Clinic

New Data Feed: Welligent

Welligent is an EHR (Electronic Health Record) system used for Behavioral Health services by **Bonita House** and **Fred Finch**. This new data source is now available in the CHR and contains real-time encounter information to more quickly inform care team members that their consumer is receiving behavioral health services at either of these organizations.

How The CHR Can Help with CalAIM

The Community Health Record (CHR) provides a whole-person view of a consumer's history and care needs. The CHR also connects care team members across sectors allowing for more coordinated care. This type of data integration is critical in terms of meeting the objectives outlined by CalAIM: the CHR has the potential to reduce fragmented care; increase capacity to address social determinants health; measure health disparities; and promote policies and programs that promote equity. Specifically, the CHR can support CalAIM readiness for organizations and providers by:

- Supporting Medi-Cal enrollment and renewal.
- Providing care team members with real-time information related to hospitalizations or other crisis encounters to support effective transitions of care and stabilization after acute care episodes.
- Supporting document collection for housing and public benefits applications.
- Connecting consumers to their primary care medical home.
- Giving providers an understanding of where the consumer is already connected.
- Providing non-clinic or hospital staff with a fuller medical history, including conditions requiring ongoing management.
- Supporting population health management and coordination of care for justice-involved individuals

If you are interested in using the CHR to leverage your new program's CalAIM services, feel free to reach out to our team for post-training support.

TIPS & TRICKS

CHR Help Desk

Need help resolving an issue in the CHR? Call the Help Desk! You will speak with a live representative, and the turnaround time for issues can take as little as 1 hour to 24 business hours to resolve. 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.**

Elemeno

Did you know?

The most direct route to Elemeno information is from the Search bar at the top of the Elemeno Home Page. You may also find links to the most popular topics at the bottom of the home page. To dive into other topics, just enter keywords or phrases into the Search bar. If you happen to enter a topic for which there are no resources, you will be prompted to place a request for this topic. Your feedback greatly helps us build new content in response to your input.

New to Elemeno?

CalAIM improves and strengthens care coordination services among various sections so that clients with complex health and social conditions receive timely care. Care Connect developed Elemeno as the go-to online platform containing tip-sheets, guides, videos, and other resources for providers in Alameda County. In addition to resources on 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.

RESOURCES

New Staff

If you need new staff trained, click here.

Additional Support

If your existing staff need additional support in how to use the CHR, click here.

QUESTIONS

Contact the Alameda County Care Connect Help Desk at: CareConnectHelp@acgov.org or (510) 618-1997.

Subscribe to Our Newsletter

Visit Our Website

Alameda County
Health Care Services Agency

alameda
county
care
connect