

COMMUNITY HEALTH RECORD (CHR) QUARTERLY NEWSLETTER

- First 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

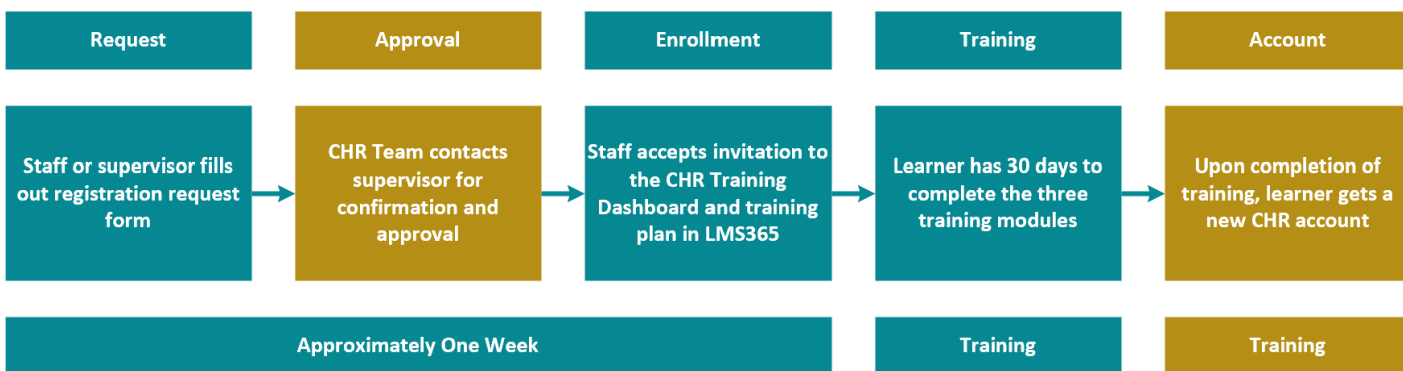
CHR Login & Accessibility

The CHR team recently made improvements to the CHR by making the login process easier for new and existing users. Refer to the [First Time Login Instructions](#) Tip Sheet for detailed instructions and Help Desk information.

New Staff CHR Training

Do you have new staff who need to receive CHR training? The Community Health Record (CHR) Onboarding Team is excited to announce that new user training will now be delivered 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! See the Self-Paced CHR Training processes and approximate timelines below. Staff who need access to the CHR will be enrolled in the CHR Self-Paced Training after [completing this form](#).

Self-Paced CHR Training on LMS365: High-Level Steps and Approximate Timeline from Registration to Enrollment



Post Training Coaching

If you have staff that have already been trained, the CHR Onboarding Team is always happy to set up customized post-training support sessions for them. These sessions can focus on remembering how to navigate the CHR, finding information they need to support their consumers, using reports, or any questions they may have. We schedule the session at a time that works for your team. [Please fill out the post-training request form](#) to set up the session.

Upcoming Refresher Training Dates

April 5, 2:00 - 3:30PM

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.

[Register here](#)

WHAT'S NEW

New Organizations Joining the CHR

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

New Organizations:

- [Alameda Family Services](#)
- [Alameda Health Consortium](#)
- [Building Futures for Women and Children](#)
- [Building Opportunities for Self-Sufficiency \(BOSS\)](#)
- [California Cardiovascular Consultants and Medical Associates](#)
- [Cardea Health](#)
- [City of Berkeley](#)
- [City of Oakland Fire Department](#)
- [Davis Street Community Center](#)
- [Felton Institute](#)
- [Fred Finch Youth & Family Services](#)
- [Options Recovery Services](#)
- [Side by Side](#)

New Programs:

- [Alameda County Behavioral Health: Quality Improvement](#)
- [Asian Health Services: ACCESS, Adults and Children, and Specialty Mental Health](#)

New Guides for Housing Data

As most of you know, the Housing Tab in the CHR contains data from the Housing Information Management System (HMIS) or Clarity. This data is updated daily and contains helpful information about services and statuses for clients who are connected to the housing and homelessness system of care. In 2021, the Coordinated Entry Process changed how it assessed and matched clients to housing services. This also changed the data coming from HMIS to the CHR – you can now access the [Connecting Your Client to Alameda County's Coordinated Entry System \(Quick Guide\)](#) document on Elemeno to see these data feed changes.

COMING SOON

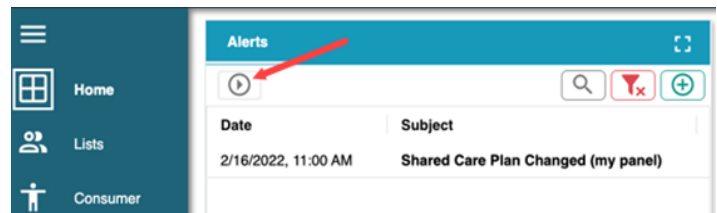
Using the CHR to support CalAIM & Medi-Cal Changes

In January 2022, the state officially launched CalAIM, which builds on the success of the Whole Person Care pilot programs to continue system improvements for Medi-Cal clients. Many of our CHR partner programs are providing CalAIM services, including Enhanced Care Management and Community Supports. The CHR can play a critical role in helping organizations provide these services and ensuring that clients are effectively enrolled in Medi-Cal. 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 (link at the bottom of this newsletter).

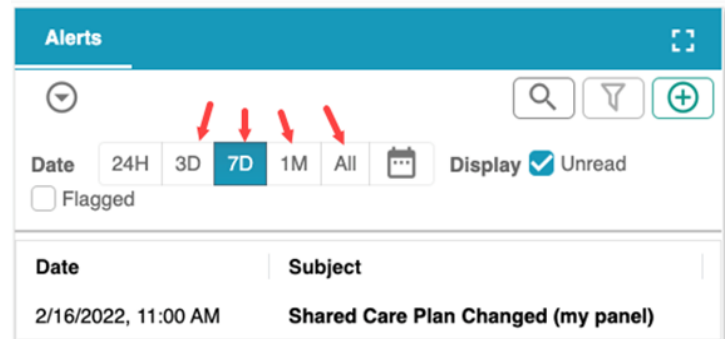
Change in Display of Alerts

You can subscribe to alerts in the CHR to receive notification of events happening to the consumers you support, such as hospitalizations, jail encounters, new care team members, or when an ISA is signed. To learn how to set up alerts, check out our [View & Configure Alerts Tip Sheet](#). Alerts will now show for 24 hours; however, you can change the filter settings to display older alerts. To change the settings, follow the below steps.

1. Navigate to the Alerts Pane in the CHR



2. Click the arrow in the upper left corner to expose other filter options. Select your option and click the magnifying glass to expand your date range.



TIPS & TRICKS

Information Sharing Agreement (ISA) Authorization Signature Collection

The benefits of collecting ISA signatures have shifted over time as data sharing rules and policies have progressed toward increased data integration; however, the ISA still remains important in care coordination because it:

- Allows care teams to access Continuity of Care Documents (CCDA), including hospital discharge information
- Allows Care Team members from non-HIPAA Covered Entities to access records and coordinate care through the CHR, and
- Gives Care Team members the ability to maximize use of the Shared Care Plan to document and coordinate care

View [the Information Sharing Authorization Signature Collection Quick Guide](#) to learn best practices in obtaining signed ISAs as well as how best to communicate with clients. The ISA form is now translated in the following languages: English, Spanish, Arabic, Chinese, Mam, Punjabi, Tagalog, and Vietnamese. You can access the translated ISA forms [here](#).

Dynamic List

A great way to help support Consumer care is by utilizing the Dynamic List feature on the CHR. By choosing from multiple filters, users can create Consumer lists specific to their work. These lists can be shared with other users and downloaded as .csv (Excel) documents. See the [Subscribe to / Create Lists](#) Tip Sheet on Elemeno for more detailed directions!

The screenshot shows the 'Edit Consumer List' interface. At the top, there are 'List Options' for 'Dynamic' (selected) and 'Static'. Below that, the 'List Name' is 'ECM Consumers +55' with a trash icon. The 'Sharing' options are 'Private', 'Shared' (selected), and 'Group', with a note: 'Everyone can view the list, only you can edit'. On the right, there is a 'Consumer Search' section with a dropdown menu and buttons for 'Providers', 'Roles', 'Observations (Vitals/Scores)', 'Tests', 'Visits', and 'Programs'. The 'Programs' section shows 'Enhanced Care Management' with a minus sign. At the bottom, there are buttons for 'Close', 'Save and Continue', and 'Save'.

Added Consumers

First Name	Last Name	Consumer ID	DoB	Gender
			6/2/1965	M
			4/11/1965	M
			1/15/1967	F
			1/26/1962	M
			1/26/1962	M
			12/15/1962	M
			2/1/1964	M
			9/29/1957	F
			10/8/1960	M
			7/8/1960	F
			10/4/1963	M

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 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](#).

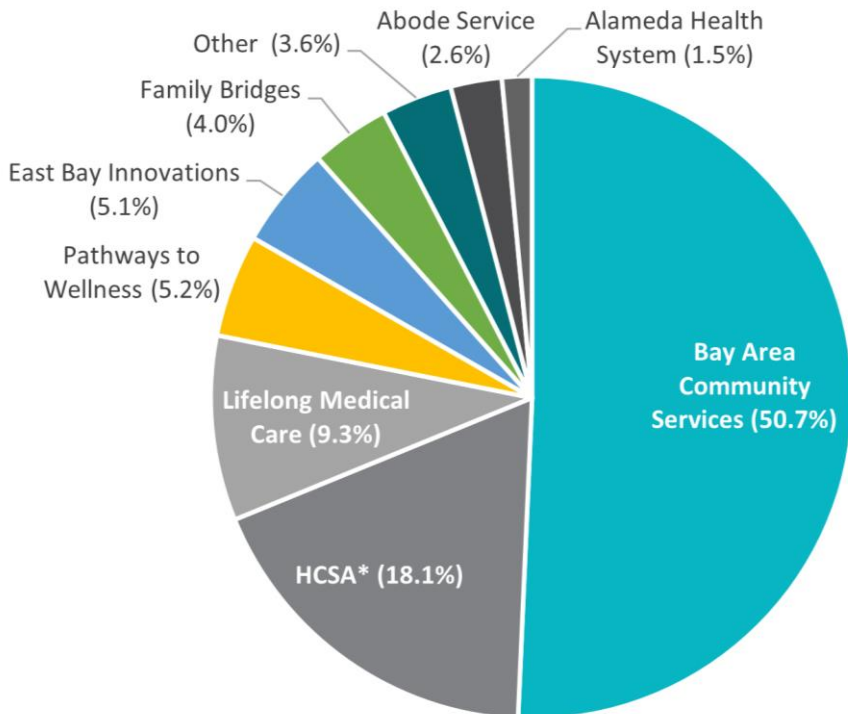
Help Desk

Need help resolving an issue in the CHR? Call the Help Desk! You will speak with a live person, and the turnaround time for issues could 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.**

DATA CORNER

As of March 11, 2022, over 1,370 individuals from over 30 organizations have been trained as CHR users and have CHR user accounts.

Signed ISAs
as of March 14, 2022



Other includes:

- Axis Community Health, Inc. (0.1%)
- The West Oakland Health Council (0.1%)
- Alameda Alliance for Health (0.1%)
- Bonita House – CATT (0.1%)
- Telecare (0.2%)
- City of Fremont Human Services Department (0.2%)
- Asian Health Services (0.3%)
- Bonita House (0.5%)
- Native American Health Center, Inc. (0.6%)
- Tri-City Health Center (0.6%)
- Berkeley Food and Housing Project (0.9%)

*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, April 21st, 11 am - noon; click [here](#) to join.
- Wednesday, May 18th, 11 am – noon; click [here](#) to join.
- Wednesday, June 15th, 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@intrepidascient.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.



Alameda County
Health Care Services Agency



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