



Community Health Record (CHR) User Newsletter June 2024

Welcome to Alameda County Health's 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](#).

SHIE Staff Profile

Meet Dr. Brian Thomas, SHIE Director

Welcome to our new feature, the SHIE Staff Profile! Each quarter, we will profile a member of our staff to showcase how they support the Social Health Information Exchange (SHIE). This is an opportunity to celebrate the work of those with the skills sets essential to the success of the SHIE and CHR.

This quarter we present Dr. Brian Thomas, MBA, EdD, and Director of the SHIE. Dr. Thomas is a technologist and experienced organizational leader, and he calls upon these skills for day-to-day decision making and to drive the SHIE forward.



Dr. Thomas embraces a servant leadership style as SHIE Director, emphasizing the need to listen carefully to his team when making decisions:

“Leaders have to listen with an ear to hear. Sit, listen, help people build their skills. It’s never an authoritative approach. It’s more of a coach's approach. Then you can leverage what you're hearing to move things forward.”

Dr. Thomas knows the importance of listening to the community he’s supporting. Experience in a variety of health care settings has taught him the value of buy-in from diverse stakeholders to help the broadest spectrum of constituents possible. He approaches these conversations with an ear toward technology, but also with the goal of understanding the human problem to be solved.

“Before working on justice work, we met with community stakeholders. As we listened to those folks, it was clear that we needed to do something different. Our task was this: if you're serving incarcerated people, and they become citizens again, what services do you need to provide to allow them to flourish and not become incarcerated again? This is just as important as measuring health outcomes because reducing recidivism directly helps the community.”

This understanding of the human problem leads directly to the technological solution: “When someone is scheduled to be released from jail, we want that to be a real-time

activity. We know we already have the services available to assist them. But if it's been a week since release, the person may have moved out of the county and away from our ability to help.”

Dr. Thomas has a bachelor’s degree in information systems and a master's degree in technology management from Pepperdine University. Dr. Thomas also completed his doctorate in organizational leadership and education at Pepperdine University. Dr. Thomas has managed multiple national accounts and clinical technology locations for global health care leaders such as Philips Medical, United Health Group, and Kaiser Medical Foundation.

Information Sharing Authorization (ISA) Workshop



Collaborate and conquer the ISA!

Join us for an ISA workshop designed specifically for our CHR provider community. Learn how to navigate patient consent forms, understand the legalities of information sharing, and improve your compliance and efficiency. This interactive session will provide valuable insights and practical tools to enhance your knowledge and skills. Don't miss this opportunity to collaborate with providers, stay informed, and ensure you're up to date with the latest protocols.

Click [here](#) to register and empower your organization with the knowledge you need to succeed!

Workshop dates:

- Wednesday, August 28 (Virtual), 1-2:30pm
- Wednesday, September 18 (In-person), 1-2:30pm
- Wednesday, October 30 (Virtual), 1-2:30pm

For questions, contact the Help Desk at CareConnectHelp@acgov.org

Why Consent Matters

Information Sharing Authorization (ISA) Signature Collection

The Information Sharing Authorization (ISA) has shifted over time as data sharing rules and policies have progressed toward increased data integration. With your consumer’s signature, the ISA unlocks additional information that will aid in providing better care coordination across programs. The ISA remains important in care coordination because it:



- Allows care teams to access Continuity of Care Documents (CCD), including hospital discharge information.
- Allows care team members from non-HIPAA covered entities to access records and coordinate care through the CHR.
- Gives care team members the ability to maximize use of the Shared Care Plan to document and coordinate care.

- Enhances the overall quality and efficiency of patient care and outcomes.

Contact the Help Desk for ISA forms in multiple languages, best practices, and instructions on how to upload an ISA manually or via DocuSign.

Help Desk: CareConnectHelp@acgov.org or call (510) 618-1997.

What Say You?

We would like to hear from you!

Your stories about the Community Health Record (CHR) for coordinating care and improving health outcomes are inspiring. Can you share a success or impact story from your experience on how the CHR has helped you? Click on [Impact Stories](#) to enter your name and provider information.

What would you like to see in the newsletter?

We are looking for input from our provider community on what you would like to see included in the newsletter. Please put your suggestions here: [Ideas](#).

CHR Stories from the Field

Check out what our colleagues from Abode Housing Community Supports (HCS) have to say about the CHR:



"I wish I had had the CHR in my previous roles at other organizations. I use it multiple times a week to look for the recent activity of my clients. Sometimes after initial engagement, they fall off the radar. The CHR provides an extra layer of information for follow-up with clients. It has allowed me to have more insight into the health issues impacting them. This helps broaden the options for potential referrals to additional services. By having access to the CHR, I was able to make a referral for one of my clients for a respite program."

-Lex, Housing Navigator

Defined: SHIE vs. CHR



You may have heard the terms Community Health Record (CHR) and Social Health Information Exchange (SHIE) used together often. But do you know the difference between them?

The SHIE is a health and social data exchange that contains ALL the data we are receiving from all sources. Participants of the SHIE can access its data by making requests for reports from our team, or via a number of applications. The CHR, the SHIE's most well-known application, is a web-based, provider-facing tool that rediscloses a curated set of SHIE data that can be utilized for care coordination.

One way to explain the difference is to think of the SHIE as a data bank and the CHR as the "ATM" of the data bank.

New Organizations and Programs

We'd like to welcome these new programs being onboarded to the CHR!

- [AC Behavioral Health](#): Vocational Services
- [AC Public Health](#): DCDCP TB Control, Front Door
- [Building Opportunities for Self-Sufficiency \(BOSS\)](#): Trauma Recovery Center, Wellness Empowerment & Resiliency Campus, Wood Street Community Cabins
- [La Familia](#): Certified Community Behavioral Health Clinic

Important Reminders

If you require any resource material such as Tip Sheets or Information Sharing Authorization forms, kindly submit your request through the Help Desk at CareConnectHelp@acgov.org or call 510-618-1997. This streamlined process ensures a prompt response and efficient handling of your request.

Reminder for Supervisors: Notify Help Desk When Off-Boarding Staff

Is your organization experiencing staff changes? As CHR users transition out of the organization, we request that supervisors notify the Help Desk so our team can deactivate their CHR accounts. For more information, please contact the Help Desk at CareConnectHelp@acgov.org or (510) 618-1997.

Training and Support

Self-Paced Online CHR Training

New Users: Go to our [Self-Paced CHR Training Registration](#) form and select NEW USER TRAINING. Once approved, staff have 30 days to complete the 3-hour training and get a CHR account. *Please allow up to one week from the date of form submission for approval and enrollment in New User Training.*

Existing Users: Review the CHR on your own schedule with our CHR Refresher Training. Lessons focus on key CHR features and finding the information you need! Click on our [Self-Paced CHR Training Registration](#) form and select REFESHER TRAINING to be enrolled in the training for 30 days.

Live Online or In-Person Post-Training Support

We are here to provide additional CHR coaching for your team at a time that works for you. Sessions focus on accessing the CHR to find the information you need, answering your burning questions, and adding the CHR to your team's workflow. To request Post-Training Support, please contact our Help Desk at CareConnectHelp@acgov.org or (510) 618-1997.

Additional Resources

Questions? Contact the Alameda County Health Help Desk at CareConnectHelp@acgov.org or (510) 618-1997.

[VISIT OUR WEBSITE](#)