



## Community Health Record (CHR) User Newsletter September 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 Kim Angeles, SHIE Operations Manager

Welcome to the SHIE Staff Profile where we feature 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 skill sets essential to the success of the SHIE and the Community Health Record (CHR).



This quarter we present SHIE Operations Manager Kim Angeles. Kim is involved in every facet of the SHIE, from data ingestion to CHR development to customer service. Kim not only improves operations across the SHIE and CHR, but she trains and manages a team of staff as well. Kim has played a crucial role in the SHIE's justice involved work, bringing diverse parties to the table to ensure the success of the Jail Scheduling application used by County staff to plan mental health visits at Santa Rita Jail.

Kim joined the SHIE team (then AC Care Connect) in January 2020, right before the COVID-19 pandemic shut down the County and moved employees to remote work. "We were already built to be mobile," Kim says, "and tech savvy enough to make the situation work. We were already bouncing between CBOs, doing trainings, having in person workshops to go through the CHR. I feel like our department was really fortunate in that sense. Technology was never really a barrier for us because we were quite literally built for it."

Kim is a self-proclaimed "database nerd" with a B.S. from Menlo College and certification in Management Information Systems. Kim built databases for small and large companies before joining American Medical Response, which managed ambulances in Alameda County at the time. Kim was put in charge of her team's logistics when 9-11 happened, and she used her understanding of the logistical data to deliver better response times. She had been bitten by the health care bug. She was even inspired to become a licensed EMT!

As a forecasting analyst for call center data at Kaiser, Kim continued to work with quantitative analysis of complex health data. But she also met with unions to schedule nurses and teleservice reps, translating data to identify real needs for both staff and patients. That role, and the four years Kim spent as a case manager at Genentech, assisting parents whose children needed growth hormone therapy, provided her with the problem-solving and people skills that make her so effective. "If there's a fire," Kim says, "I've got the fire hose!"

Kim got her first taste of community work at our CHR partner organization Community Health Center Network (CHCN). "That's where I took my knowledge of databasing and billing and put them all into one thing. I helped project manage the technical solution for Care Neighborhood, and that's pretty much what led me here."

## Information Sharing Authorization (ISA) Workshop Update



Our third ISA Workshop session will be **Wednesday, October 30 (Virtual), 1-2:30pm**. The ISA workshop is an opportunity for our CHR provider community to learn how to navigate patient consent forms, understand the legalities of information sharing, and improve compliance and efficiency. This interactive session will provide valuable insights and practical tools help CHR users collaborate with other providers and stay up to date with the latest protocols.

Registration is full, but for questions or to cancel, please contact the Help Desk at [CareConnectHelp@acgov.org](mailto:CareConnectHelp@acgov.org).

If you would like us to hold additional workshops on the ISA or other topics, please let us know by adding your suggestions here: [Ideas](#).

## 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 colleague from the AC Health Behavioral Health Department (ACBHD) has to say about the CHR:



### Behavioral Health Department

Alameda County Health

“Using the CHR has had a very positive impact on our team’s work. Sometimes newly assigned clients may be challenging to locate or even reluctant to engage in certain services. The CHR helps to paint a better picture of an individual client’s circumstances and needs which allows us to look at what can be prioritized and addressed most urgently. I have had CHR access in my current role since I started, and it has been so helpful that I recommended it to my previous department to help with their efforts as well.”

-Renee  
Program Specialist, Adult/Older Adult System of Care

## CalAIM Resources



California has embarked on a multi-year journey to transform Medi-Cal, also known as CalAIM, and provide members with more coordinated, person-centered, and equitable care. In 2022,

two cornerstones of this journey — Enhanced Care Management (ECM) and Community Supports — launched statewide. Here are some key updates:

- [Implementation report and data dashboard](#)
- [Tools and Resources](#) for CalAIM providers in Alameda County, including:
  - Job aids (English and Spanish)
  - List of Providers

## New Organizations and Programs

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

- **Alameda County Public Health** – Office of Violence Prevention
- **Bonita House** – Adult Residential Treatment, Berkeley Specialized Care Unit (SCU) program

## 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](mailto:CareConnectHelp@acgov.org) or (510) 618-1997.

## 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](mailto: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](mailto:CareConnectHelp@acgov.org) or (510) 618-1997.

## Additional Resources

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

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