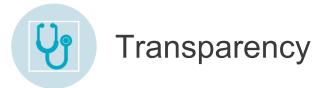


Electronic Health Record (EHR) Implementation Town Hall

November 17, 2023
County of San Diego
Heath and Human Services Agency
Behavioral Health Services



Meeting Goals





Engagement



Inclusion





Meeting Agenda

- Quick Recap
- Shift in Strategy
- SOC Impacts
- SOC Actions
- Q&A





Quick Recap

Project Highlights, Functionality



Recap: Cerner Project Highlights

What do I need to know now?

- The County has been working to replace CCBH with Cerner
 Millennium (Cerner) as the Mental Health System of Care (SOC) electronic health record (EHR)
- SOC representatives, including contracted providers, participated in the design process as Subject Matter Experts (SMEs)
- The goal was to optimize the EHR to support client needs, workflows, and regulatory requirements
- Limitations in functionality were identified that required resolution



Recap: Cerner Project Highlights

Limitations in Functionality Identified:

- Lack of automated capability to retrospectively bill
- Inability to print outside of Cerner network
- Inefficient workflows requiring multiple steps and/or ongoing duplicate entry





Shift in Strategy

Mitigation, Rationale, Shifting Strategy



New Strategy: SmartCare

BHS will now be halting implementation of Cerner Millennium as the replacement for CCBH and plans to pivot to a new EHR product



New Strategy: SmartCare

What is SmartCare, and why was it selected by CalMHSA?

- In July 2023, CalMHSA launched a semi-statewide EHR as a first step toward holistic county behavioral health data aggregation and interoperability
- Streamline's SmartCare was selected by CalMHSA because it:
 - Is customized to meet CalAIM and other DHCS requirements
 - Created to capture data across multiple levels of behavioral health care
 - Provides a user-friendly interface that supports more person-centered care



SmartCare

Why is the County selecting SmartCare?

- SmartCare is designed specifically for CA behavioral health services systems.
- Currently, 23 Counties in California have or are implementing
 SmartCare



SmartCare

Let's learn a little more...





Next Steps

What happens now?

- The SmartCare project is intended to begin December 2023
- SmartCare go-live is tentatively planned for September 2024
- SOC SMEs will continue to be engaged
- The County will communicate new actions and timelines





SOC Impacts & Actions

What does this mean for the SOC and what can you do now to prepare?



SOC Impacts

How does this impact the SOC?

- SOC preparation for a SmartCare go-live will not change significantly
- Unexpected delays to implementation could be impactful
 - E-prescribing in CCBH will sunset September 2024
 - CCBH will sunset December 2024
- The other impact (independent of EHR) is that after implementation,
 the SOC will need to look at CCBH for historical information.



SOC Actions

What should the SOC do now to prepare?

- Maintain awareness about project status
- Communicate with your staff





SOC Resources

What happens next?



SOC Resources

Where can I find resources and information?

- For up-to-date information and SOC resources, scan the QR code below or go to the MHP
 Provider Documents page on the Optum website (<u>follow this link</u>) and click on the EHR
 Implementation tab.
 - Resources will be updated accordingly with new project details as they become available







Q&A

For any further questions, contact: **QIMatters.HHSA@sdcounty.ca.gov**

Or go online for more information at: Optumsandiego.com

