

To: Mental Health System of Care Providers
From: Steve Jones, LCSW, QM Program Manager

Date: 11/07/13

Re: Update to the 90 Day Lockout and Reactivation Process

At this time, the County of San Diego is updating the 90 day lockout and reactivation process in regards to those accounts that become locked in the Electronic Health Record (EHR). Additionally, the Anasazi User Registration Packet has been revised. This new process should reduce off-site staff training time and provide increased efficiency to the reactivation of accounts.

When staff has successfully completed Anasazi training, it is expected that staff will consistently use Anasazi in the LIVE environment as part of work requirements. However, there are some instances when there are exceptions, such as:

- Medical leave, maternity leave, extended time off, etc.
- Changing to a job position within a legal entity which does not require use of Anasazi, and then returning to use Anasazi again.
- Changing jobs within the System of Care (e.g., moving from one legal entity to another and transfer time before using Anasazi again is up to 6 months).
- Inactivity due to part-time position, on-call status, or rare use of system due to position (e.g., program manager and other administrative levels).

As a result, when an account has been become locked due to lack of consistent use beyond 90 days, but less than 180 days, the Quality Management Unit may offer an alternative to attending an Anasazi training.

Based on the amount of previous consistent use by the staff and current ability to log in and perform functions in Anasazi related to one's job duties, QM may offer a **1:1 Shadowed Skill Assessment** session remotely.

Follow these steps for 1:1 Skill Assessment Evaluation:

1. Staff will contact MIS unit and resubmit any required ARF, SOP or ESA.
2. Staff will send an email to QIMatters.hhsa@sdcounty.ca.gov to request 1:1 Skill Assessment Evaluation.
3. QM will contact staff and explain next step for 1:1 Skill Assessment Evaluation.

Please contact the QM Unit at QIMatters.hhsa@sdcounty.ca.gov with any questions.