



<b>To:</b>	<b>BHS Substance Use Disorder (SUD) Providers</b>
<b>From:</b>	<b>Behavioral Health Services</b>
<b>Date:</b>	<b>March 11, 2024</b>
<b>Title</b>	<b>Important Substance Use Disorder (SUD) Electronic Health Record (EHR) Project Status Update</b>

BHS has been working on an upgrade to the San Diego Web Infrastructure for Treatment Services (SanWITS), the system of record for the County’s SUD System of Care (SOC) providers. BHS has also been working on a replacement for Cerner Community Behavioral Health (CCBH), the mental health SOC EHR. In November 2023, BHS announced that Streamline’s SmartCare, a new semi-statewide EHR offered through the California Mental Health Services Authority (CalMHSA), was selected as the replacement for CCBH for the Mental Health SOC.

SmartCare was designed specifically for California behavioral health systems and meets all state reporting and billing requirements. It also meets 42 CFR Part 2 privacy requirements and includes a robust consent management tool which improves care coordination. BHS has been evaluating SmartCare capabilities for the SUD SOC and found that it provides a more efficient and streamlined series of workflows that has been maximized to satisfy California Advancing and Innovating Medi-Cal (CalAIM) requirements.

**As a result of this evaluation, BHS is now halting the SanWITS upgrade and will be pivoting to the implementation of SmartCare, a new EHR designed specifically for California behavioral health systems, including SUD systems of care.**

**WHAT IS SMARTCARE?**

In July 2023, CalMHSA, a Joint Powers Authority (JPA) supporting the public behavioral health system, launched the semi-statewide EHR as a first step toward holistic county behavioral health data aggregation and interoperability. To date, CalMHSA has partnered with more than 25 counties that have or are implementing SmartCare, representing more than 37% of the state’s Medi-Cal population.

SmartCare was selected because it:

- **Is customized to meet CalAIM, California Outcome Measurement System (CalOMS), and other state requirements,**
- Provides more **streamlined documentation and reporting,**
- Was specifically created to **capture data across multiple levels of behavioral health care,** and
- Provides a user-friendly interface that supports **more person-centered care.**

**HOW WILL THIS EHR IMPLEMENTATION IMPACT THE SUD SOC?**

1. **All EHR users will require training prior to go-live.** Training plans will be developed as project plans are confirmed.
2. **All sites will need to prepare for go-live.** Downtime procedures will be required. The Management Information System (MIS) team will update the downtime procedures for go-live for adherence to County and Medi-Cal documentation standards and will provide guidance to the SOC via the Substance Use Disorder Organizational Provider Operations Handbook (SUDPOH) as we approach implementation.

At this time, SUD SOC leadership should maintain awareness about the project status and begin communicating with staff. BHS will provide further direction on specific actions and timelines as the SmartCare

**For More Information:**

- Contact your Contracting Officer’s Representative (COR) or [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)



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project implementation proceeds.

**NEXT STEPS**

The SmartCare project implementation kicked off in January 2024, with SmartCare go-live planned for September 2024. As implementation plans to expand to SUD SOC are solidified, BHS will communicate with the SUD SOC.

A SUD SOC virtual Town Hall will take place on March 18, 2024, 10:00am – 11:00am. If you are interested in attending, please use the following link: [Microsoft Teams](#)

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