SUD System of Care Electronic Health Record (EHR) Implementation Town Hall

March 18, 2024

County of San Diego

Heath and Human Services Agency

Behavioral Health Services
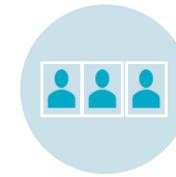
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Meeting Goals

Transparency

Engagement

Inclusion

Preparation

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Meeting Agenda

Background

Shift in Strategy

Important Information

SOC Impacts & Actions

SOC Resources

Q&A

Background

BHS EHR Projects

Background

EHR Upgrades and Implementations

- Behavioral Health Services (BHS) has been working on an upgrade to SanWITS for the SUD System of Care (SOC).

- 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 SmartCare, a new semi-statewide EHR offered through CalMHSA, was selected as the replacement for CCBH.

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Background

SmartCare for California behavioral health systems

- SmartCare was designed specifically for California behavioral health systems and meets all state reporting and billing requirements.

- It meets 42 CFR Part 2 privacy requirements and includes a robust consent management tool.

- For the SUD SOC, SmartCare provides more efficient and streamlined workflows that satisfy CalAIM requirements.

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Shift in Strategy

Substance Use Disorder System of Care

New Strategy: SmartCare

For the SUD System of Care:

BHS is halting the SanWITS upgrade and pivoting to the implementation of SmartCare.

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SmartCare

Why did BHS select SmartCare?

SmartCare is designed specifically for CA behavioral health services systems.

Currently, 25+ Counties in California have or are implementing SmartCare, representing more than 37% of the state Medi-Cal population.

SmartCare

Why did BHS select SmartCare?

SmartCare was selected because it:

Is **customized to meet CalAIM, 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**.

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Important Information

CDAGs and Interoperability

Data Sharing and Increased Visibility

Clinical Data Access Groups (CDAGs) will be set up within SmartCare to determine which programs information you are able to see based on roles

Clients can consent to sharing treatment information via a SmartCare consent form

SUD providers may be able to see other SUD providers documentation

SUD providers may be able to see Mental Health providers documentation

Mental Health providers may be able to see SUD providers documentation

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Interoperability

Currently, the interoperability functionality is being explored with SmartCare

SmartCare aligns with DHCS & Federal regulations, therefore **interoperability IS on the roadmap, however, it will not be available at Go Live**.

SOC Impacts

How does this impact the SOC?

All EHR users will require training prior to go-live. Training plans will be developed as project plans are confirmed.

All sites will need to prepare for go-live. Downtime procedures will be required. The SUDOPOH will be updated for downtime procedures.

Entry requirements into SmartCare will be similar to SanWITS for most providers. However, if you are currently on paper, the intent is for SmartCare to become your EHR as of September 1, 2024.

At this time, SUD SOC leadership should maintain awareness about the project status and begin communicating with staff.

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Subject Matter Experts (SMEs)

SUD SMEs are needed to support implementation

- **Super Users** are SMEs who will support SmartCare Implementation:

  - Review SmartCare functionality and understand workflows

  - Conduct testing & receive early training

  - Assist during go live (troubleshoot and communicate issues)

- **Deep dive SMEs** will participate in a more in-depth review of SmartCare, with a focus on specific areas of functionality and/or user roles

- **If you have interest in serving as a SUD SME, contact Heather Rey at heather.rey@sdcounty.ca.gov no later than: 3/29/24**

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Next Steps

What happens now?

The SmartCare project is in initial planning stages now

SmartCare go-live is planned for September 2024

SUD SOC subject matter experts (SMEs) will be engaged

The County will communicate new actions and timelines

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SOC Resources

Where can I find more information?

SOC Resources

Where can I find resources and information?

- For up-to-date information and SOC resources, go to the DMC-ODS Provider page on the Optum website (**follow this link)** and click on the **SmartCare tab**.

Drug Medi-Cal Organized Delivery System

Welcome to the County of San Diego's Behavioral Health Services (BHS) Drug Medi-Cal Organized Delivery System (DMC-ODS) **document library**. From this site you will be able to access any communications, forms, and manuals that BHS has sent out to providers. If you are looking for more general information regarding DMC-ODS, please visit the BHS DMC-ODS website by clicking here.

Training

If you are provider and are looking for a comprehensive list of required provider trainings for DMC-ODS, click here to visit the DMC-ODS Training site.

If you have questions regarding Training for SanWITS, a tips and resources page is now available for providers and Program Managers.

SUDPOH | SUDURM | Forms | Communications | QA Training | Manuals | Toolbox | Beneficiary | NOABD | UTTM | SanWITS | Billing | PC1000
Medical Director Info | Recovery Residences | Monitoring | Training - SanWITS | Contracts/Fiscal Admin Svcs | Serious Incident Reporting | **SmartCare**

SmartCare Implementation

SYSTEM OF CARE (SOC) INFORMATION AND RESOURCES

SOC RESOURCES

Name	Description	Date
SmartCare Hardware, Software, and Network Requirements (pdf)	02/24/2024	2024-03-14

Q&A

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

Or go online for more information at: **Optumsandiego.com**

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