

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



April 10, 2024

County of San Diego

Health and Human Services Agency

Behavioral Health Services



Meeting Goals



Transparency



Engagement



Inclusion



Preparation



Meeting Agenda

- **Quick Recap**
- **Project Highlights**
- **SOC Engagement**
- **SanWITS Training**
- **Hardware, Software, Network Requirements**
- **SOC Impacts & Actions**
- **SOC Resources**
- **Q&A**



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Quick Recap

SmartCare for SUD SOC



Quick Recap

SmartCare for California behavioral health systems

- BHS is halting the SanWITS upgrade and pivoting to the implementation of SmartCare
- 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.
- SmartCare aligns with DHCS & Federal regulations, therefore interoperability IS on the roadmap, however, it will not be available at Go Live.



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Project Highlights

SmartCare Background



Highlights

A little about CalMHSA and this project

WHO

California Mental Health Services Authority (CalMHSA) is a Joint Powers Authority (JPA) supporting the public behavioral health system. For this project they have partnered with **25+ counties**, representing more than 37% of the Medi-Cal population.

WHAT

The semi-statewide electronic health record (EHR) project is developing a customized solution to meet the specific complex business needs of the California behavioral health system.

WHEN

Phase 1 efforts (23 Counties) coincided with the go-live of payment reform: July 1, 2023. For San Diego County, go-live will be on September 1, 2024.



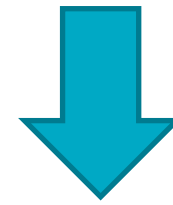
Why a Semi-Statewide EHR?

- Create an **enterprise solution** that supports the totality of county behavioral health organizations needs and requirements.
- Leverage **economies of scale** to engage state and national experts to design a **master consent** framework, **natural collection of outcomes**, and a **lean record using human-centered design**.
- Utilize **collective activism** to drive rational change processes.
- **Leverage the moment** to build a new record consistent with CalAIM Documentation Redesign and Payment Reform.
- Design a solution to ensure **data accessibility and interoperability** – supporting care coordination and whole person care.



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WORKFORCE



HUMANS



NEEDING CARE



**MANAGED CARE
FUNCTIONS**



CHANGE IS ESSENTIAL










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SmartCare Project Timeline

High Level Project Phases & Planned Start Dates

	SmartCare project kick-off:	January 2024
	Project planning, analysis, system configuration:	February - June 2024
	Testing (workflows):	April 2024
	Data conversion (first round):	May 2024
	Testing (converted data):	June 2024
	Training :	July 2024
	Go live:	September 2024



SanWITS Sunset Timeline

How long will SanWITS be available when SmartCare goes live?

When SmartCare goes live September 1, 2024, access to client records in SanWITS will still be available.

There are several components to this:

At SmartCare go-live in September 2024, most data entry in SanWITS will cease

At a TBD date (likely in CY 2025), routine access to claims, adjudications, and billing information will cease.

Eventually, at a final TBD date, SanWITS will become view only.

BHS is evaluating how and where current and historical client records will be accessed.





SOC Engagement

How will the SUD SOC participate in this project?



SUD SOC Support Roles

Supporting SmartCare implementation

Super Users

Advisory Group Members

Site Leads



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Site Leads

Role and Responsibility

- During go-live, the role of a site lead is to:
 - Act as the “go-to” person for their site
 - Support staff and secure answers to questions on-site during go-live
 - Facilitate communication between the site and BHS
 - Assist in reporting issues to the help desk
 - Participate in briefings prior to and during go-live



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Site Leads

How do I choose site leads?

- What makes a good site lead?
 - Experienced front-line EHR users who are respected by colleagues
 - Strong communicators & detail oriented
 - Troubleshooters who enjoy resolving issues
- How many site leads should I identify?
 - The number of site leads needed will depend on size and type of facility.
 - Each facility will need to assess needs, but BHS will offer guidance as the project proceeds.





SanWITS Training

Timelines & Guidance



SanWITS Training

SanWITS training will end on or before July 17, 2024. Some SanWITS classes will not be available after late June, with registration closing earlier in the month. For example:

Assessments - 6/27 (closes for processing 6/20)

Intro to Admin Functions - 7/10 (closes for processing 7/3)

Residential Encounters - 7/16 (closes for processing 7/9)

Outpatient and Opioid Treatment Program Encounters - 7/17 (closes for processing 7/10)



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SanWITS Training

How do I navigate training needs in July and August?

Paper will need to be utilized during the transition to SmartCare for new staff

Information necessary to be entered to ensure billing and mandated reporting will need to be entered into SanWITS

More information will be provided



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Hardware, Software, Network

Requirements



Software and Hardware

Requirements for Customer Workstations

Operating System(s) Supported

Windows 10 or later

Apple IOS 11+

Browsers Supported

Google Chrome

Microsoft Edge (Windows only)

***SmartCare is NOT supported by Safari or Firefox*



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Software and Hardware

Requirements for Customer Workstations

Hardware Requirements

2.0+ GHz multi-core processor

8GB of free RAM

10GB of free disk space

Broadband (10MBps+) Internet Connection

Insurance Card Scanning Hardware

Ambir ImageScan Pro 490i Duplex ID Card and Document Scanner



Signature Pad Hardware and Software

Recommendations

SmartCare supports Topaz-branded USB signature pads directly connected to the workstation; T-LBK460-HSB-R is the recommended model.

Topaz SIGWEB drivers (available from Topaz).

Note: Topaz signature pads are recommended by SmartCare because they provide the best user experience, however SmartCare reports that iPads can be used to capture client signatures with Google Chrome.



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Network Requirements

For Customer Workstations

The minimum requirements from the LAN (local network) side would be based on the NIC's (network interface card) speed with a MINIMUM of 100Mbps

The minimum requirements for the internet pipeline are 3Mbps minimum X 100 users therefore a pipeline of 300Mbps would suffice



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SUD 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?

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.

After implementation, the SOC will need to look at SanWITS for historical information. Details will be shared as they become available.

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



SOC Actions

What should the SOC do now to prepare?

- Begin to think about **who will serve as site lead**
- **Review hardware, software, and network requirements** to ensure you have the required customer workstation set-up for go-live
- **Maintain awareness** about project status
- **Communicate with your staff** to raise awareness
- Begin to **plan for go-live at your site; know your downtime procedures**



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Next Steps

What happens now?

First Advisory Group Meeting: April 19, 2024

Next Town Hall: April 29, 2024

The County will continue to 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**.




[Home](#) > [BHS Provider Resources](#) > Drug Medi-Cal Organized Delivery System

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**](http://Optumsandiego.com)

