Cerner Millennium Implementation Town Hall

August 7, 2023

County of San Diego

Heath and Human Services Agency

Behavioral Health Services

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Meeting Goals

Transparency Engagement Inclusion

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Meeting Goals

Preparation

Transparency

Engagement

Inclusion

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Meeting Agenda

- A Quick Recap
  - Highlights
  - Timeline
  - Engagement
- SOC Impacts
- SOC Actions
- Review of Resources
- Q&A

Quick Cerner Recap

Highlights, Timeline, Engagement

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Highlights

What do I need to know now?

- CCBH will be replaced by Cerner Millennium (Cerner) as the Mental Health System of Care (SOC) electronic health record (EHR) in April 2024

- Cerner is a completely new EHR, not an update to CCBH

- The project is currently in the design and build phase, where Cerner customizes the EHR according to SOC specifications

- The goal is to optimize the EHR to best support client needs, SOC workflows, and regulatory requirements.

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Cerner Project Timeline

High Level Project Phases & Timeline

Upcoming Cerner Millennium Workshops: Monthly through November 2023

Continued system buildout: Ongoing through January 2024

User Acceptance Testing: January - April 2024

Train SOC: January – March 2024

Go live: April 2024

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SOC Engagement: Design & Build

Why is SOC participation important now?

- Optimize decision making by securing early input to Cerner design and workflow

- Incorporate a variety of perspectives and expertise through diverse participation

- Ensure system meets the needs of end users

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SOC Engagement: Opportunities

Primary ways to contribute to design & build

Cerner Design Workshops:
In-person, every 5-weeks, 4-days per session, must commit to ongoing participation

Demo Sessions:
In-person, twice-monthly, 2-hour, BHS-led demo sessions, review & clarify decisions

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SOC Impacts

Functionality & SOC Preparation

SOC Impacts: Functionality

How will the new EHR impact me?

- Increased ease of use for clinicians

- Reduced need for hybrid charting through new scanning functionality

- Fewer clicks while working in assessments and treatment plans

- Greater team collaboration on client plans

- Customizable homepages tailored to individual workflows

- Availability of e-signatures on clinical documents

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SOC Impacts: Training

Early Information

- All CCBH users will require training in January - March 2024.

- Training plans are actively being developed.

- The SOC has shared training-related input via the demo sessions

- **All sites will be responsible to ensure all Cerner users complete training prior to go-live.**

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SOC Impacts: Go-Live Preparation

Early Information

- All sites will need to prepare for the go-live

- Downtime procedures will be required

- The BHS Management Information Systems (MIS) team will provide recommendations for go-live preparedness

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SOC Impacts: Information Gathering

Early Information

- BHS may require information from the SOC prior to go-live to support system readiness.

- This may be in the form of system-wide surveys or reporting to your CORs.

- For example, on-site contacts for issue reporting during go-live.

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SOC Actions

What should the SOC do now to prepare?

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SOC Actions: Raise Awareness

What should the SOC do now to prepare?

- **Communicate early and often with your staff to raise awareness about the magnitude of change they can expect.**
  - **Share information** at staff meetings as a standing agenda item
  - Post **flyers** at workstations and in break rooms
  - Make a game of learning **new terms**
  - Encourage staff to participate in **BHS review meetings, town halls**, and to ask questions

SOC Action: Identify Champions

What is a champion?

- During go-live, the role of a site champion is to:

  - Act as the "go-to" person for their site

  - Generate excitement & alleviate fears

  - Answer questions and support staff as the on-site Cerner "expert"

  - Facilitate communication between the site and the County

  - Assist in reporting issues to the help desk

  - Participate in briefings prior to and during go-live

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SOC Actions: Identify Champions

What should the SOC do now to prepare?

- **Identify champions at each facility**
  - The number of champions needed will depend on size and type of facility - SOC leaders will need to assess facility needs
  - What makes a good champion?
    - Experienced front-line Cerner users, respected by their colleagues
    - Strong communicators who are detail oriented
    - Troubleshooters who enjoy resolving issues
  - Future preparation:
    - Champion names and contact information will be requested
    - Ensure champions participate in early training & briefings

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SOC Actions: Stay Informed

What should the SOC do now to prepare?

- **Maintain awareness about project status in order to prepare in advance for the Cerner go-live.**

  - Participate in **town halls**, review resources and status updates on the **website**, and talk to your supervisor or COR.
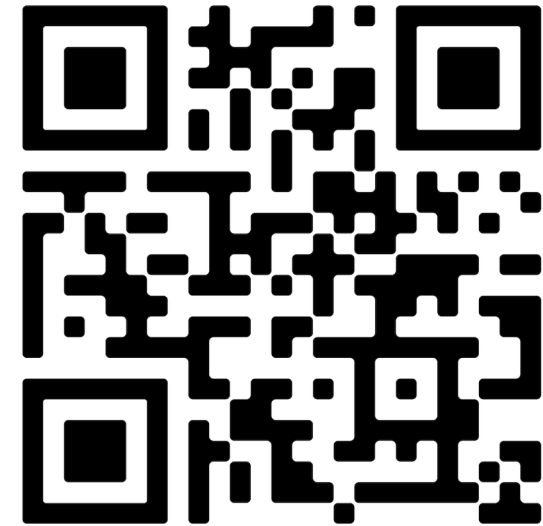
SOC Resources

What should the SOC do now to prepare?

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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 (**follow this link)** and click on the **Cerner Millennium tab**. Here you will find:

  - Key dates, FAQs, New Terms
  - System of Care Resources
  - Cerner Monthly Status Updates
  - Cerner Town Hall PPTs

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MHP Provider Documents

This page is utilized by BHS Provider Staff to obtain forms, manuals and reports for the electronic health record, Cerner Community Behavioral Health.

A new Cerner Community Behavior Health (CCBH) EHR Training Tips and Resources page is now available for providers and Program Managers.

For Behavioral Health Services Provider Communications and local information on COVID-19 please visit the County of San Diego Webpage.

Coronavirus Disease 2019
C🌐VID-19

| COVID-19 | NOABD | Beneficiary | Communications | Forms | Manuals | OPOH | References | UCRM | UTTM |
| Training | PWB | BHS Reports | STRTP | TFC | Peer Support Specialist | Billing Unit/Finance | TBS | Cerner Millennium |

Cerner Millennium

CERNER MILLENNIUM EHR IMPLEMENTATION
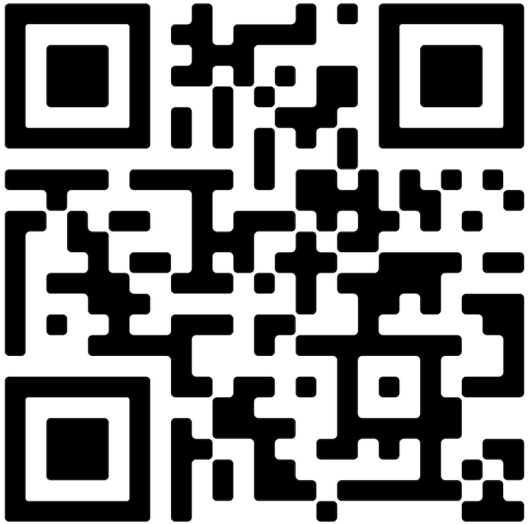
📄 Cerner Key Dates (Updated 7/11/2023) (pdf) ⬀

CERNER INFORMATION | SYSTEM OF CARE RESOURCES

Name ⬍	Description ⬍	Date ⬍
2023-07-10 CM Intro Flyer (pdf) ⬀	Informational flyer to raise awareness; Print and post at Cerner user workstations, in break rooms, etc...	2023-07-21

CERNER MONTHLY STATUS UPDATES | INFORMATION NOTICES

| Name | Description | Date |

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CERNER MILLENNIUM EHR IMPLEMENTATION

Cerner Millennium EHR Implementation Important Dates

Save the Dates! This document will be updated regularly with important dates 1) offering opportunities for System of Care (SOC) stakeholders to engage in the Cerner project (optional), or 2) impacting the SOC (required).

	Description	Date(s)
Town Halls *(optional)*	Monthly, 1-hour virtual town halls designed to provide project status updates for project awareness, information sharing, and Q & A. All SOC stakeholders (clinicians, support staff, leadership) are encouraged to attend.	Jul 11, 2023, 1:00pm Aug 7, 2023, 2:30pm Sep 12, 2023, 1:00pm Oct 17, 2023, 2:00pm
BHS Cerner SME Review Meetings *(optional)*	Bi-weekly, 2-hour, in-person, BHS-led meetings to review & clarify system design decisions, validate the EHR build, and develop subject expertise across the SOC. All Cerner users/SMEs are encouraged to attend.	July 17, 2023, 1:00pm July 31, 2023, 1:00pm Aug 28, 2023, 9:00am Sep 11, 2023, 1:00pm Sep 25, 2023, 1:00pm Oct 9, 2023, 1:00pm Oct 30, 2023, 9:00am
GO-LIVE *(required)*	The date the new EHR will be "turned on"	Apr 2, 2024

For More Information:
- Contact your Contracting Officer's Representative (COR) or
- QIMatters.HHSA@sdcounty.ca.gov or
- Optum Website | MHP Provider Documents | Cerner Millennium Tab

Updated 7/11/2023

Behavioral Health Services (BHS) New Terms in Cerner Millennium

A new electronic health record (EHR), Cerner Millennium, will replace the current Cerner Community Behavioral Health (CCBH) product in April 2024. There will be certain key words, terms, and phrases that will change in the new EHR. The SOC is encouraged to become familiar with these new terms, which will be updated regularly as new information is available.

CCBH ➡	Cerner Millennium
Assignment	Encounter
Unit	Location
Subunit	Facility
Opening a Client	Registering a Client
Print	Textual Rendition
Service Codes	Service Orders
Links for pulling info into different clinical documents	Dynamic Documentation

Do you have a question about Cerner Millennium or the transition? Contact QImatters.HHSA@sdcounty.ca.gov.

For more information go to OptumSanDiego.com and click on the Cerner Millennium tab under MHP Provider Documents.

Updated 7/21/2023

Behavioral Health Services (BHS) Cerner Millennium FAQs

Frequently Asked Questions (FAQ) submitted by the BHS System of Care (SOC) will be updated regularly throughout the design, build, and implementation of Cerner Millennium. If you have a question to submit, please send to QIMatters.hhsa@sdcounty.ca.gov.

	Question	BHS Response
Engagement and Participation	*Will there be an opportunity for prescribers to serve as a SME?*	Yes, as workshops are presented that include relevant topics, we will reach out for requests for participation. If you currently have any prescribers who have offered to participate, please send the information to heather.rey@sdcounty.ca.gov.
Functionality	*Does larger font also mean that writing boxes can be larger, so we can see the entire paragraph we are writing?*	Unfortunately, the writing boxes cannot be made larger, only the font.
	Will there be a simple way to scan/upload and access wet signature documents such as ROIs?	Scanning functionality is possible in this application.
	Will it be easier to correct errors to billing?	We have not yet seen full product, so we are unable to provide a complete response at this time. We will address in future updates.
	Will there be any functionality added that may eliminate the need for other systems such as DCR (Data Collection Reporting)? This is a state database/system through UCSD, also mHOMS.	This request is being reviewed and more information will come as the product is developed.

For more information go to OptumSanDiego.com and click on the Cerner Millennium tab under MHP Provider Documents.

Updated 7/21/2023

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Card 1

Did you know?

CCBH will be replaced by Cerner Millennium!

Details:

Why?
It is time to modernize our systems!
- More efficient workflows
- Better quality care
- Improved coordination
- Enhanced collaboration

Who?
All current Cerner Community Behavioral Health (CCBH) users in the Behavioral Health Services (BHS) System of Care (SOC) will transition to Cerner Millennium.

When?
The new system will go live in April 2024.

How?
BHS and SOC staff are working together with Cerner to design and build the new electronic health record (EHR). All Cerner users will be trained on the new EHR beginning in February 2024.

For more information or to get involved, talk to your supervisor go to OptumSanDiego.com and click on the Cerner Millennium tab.

Card 2

Cerner Millennium Implementation
Leadership Talking Points

The following information will be shared by BHS leadership at all standing meetings with Mental Health System of Care (SOC) leadership whose organizations are Cerner users.

Project Highlights
- **CCBH will be replaced by Cerner Millennium** (Cerner) as the Mental Health System of Care (SOC) electronic health record (EHR) in April 2024; Cerner is a **completely new EHR**, not an update to CCBH.
- The project is **currently in the design and build phase**, where Cerner customizes the EHR according to SOC specifications; **the goal is to optimize the EHR** to best support client needs, SOC workflows, and regulatory requirements.
- **End-user participation is critical** during this phase. Any end user with expertise and interest in participating to support design decisions is encouraged to contact BHS as soon as possible.

SOC Impacts
- Early reports from the design and build process indicate **Cerner will be a more efficient and effective EHR for Cerner users**, including increased ease of use, reduced hybrid charting, fewer clicks, greater collaboration, customizable home pages, and availability of e-signatures.
- All **CCBH users will require training** in January - March 2024. Training plans are in development and will be shared when they are available.
- All **sites will need to prepare for the transition**. BHS will communicate recommended preparations including any downtime procedures prior to go-live.
- **BHS may require information gathering from the SOC** prior to go-live **to support system readiness**. For example, device lists to ensure compatibility, or on-site contacts for issue reporting.

Actions the SOC Should Take Now to Prepare
- **Communicate with your staff.** Share information about the new EHR and what to expect at team meetings. Post flyers at work stations and break rooms. Share new terms with staff.
- **Identify EHR Champions at each site**. During go-live, a champion will act as the "go-to" person for the site to answer questions, facilitate communication, and report issues. Champions will have access to early training and additional support from BHS. BHS recommends at least two champions per discipline.
- **Stay informed**. As SOC leadership, maintain awareness about project status in order to prepare in advance for the Cerner go-live. Participate in town halls, review resources and status updates on the website, and talk to your COR.

Questions and More Information
- For up to date information and SOC resources, scan the QR code below or follow this link and click on the **Cerner Millennium tab**.
- Specific questions and concerns should be directed to the COR or sent to QIMatters.HHSA@sdcounty.ca.gov.

August 1, 2023

Card 3

Cerner Millennium Implementation
SOC Staff Talking Points

The following information should be shared by Mental Health System of Care (SOC) leadership with staff who are Cerner users.

CCBH will be replaced by Cerner Millennium
- **CCBH will be replaced by Cerner Millennium** (Cerner) as the Mental Health System of Care (SOC) electronic health record (EHR) in April 2024.
- Cerner is a **completely new EHR**, not an update to CCBH.
- BHS is **currently in the design and build phase**, which means Cerner customizes the EHR according to SOC specifications. SOC end users are participating.
- **The goal is to optimize the EHR** to best support client needs, SOC workflows, and regulatory requirements.

SOC Staff Impacts
- **Cerner will be a more efficient and effective EHR**, including increased ease of use, reduced hybrid charting, fewer clicks, greater collaboration, customizable home pages, and availability of e-signatures.
- All **Cerner users will require training** in January - March 2024. Training plans are in development and will be shared when they are available.
- Our **site will need to prepare for the transition**. There may be impacts in the days leading up to and immediately after go-live. We will communicate these impacts and how we will prepare.

How Can Staff Get Involved?
- **Stay informed.** Review resources and information on the Cerner Millennium tab of the Optum website. Participate in town halls. Ask questions.
- **Consider participating in the design process.** Any end user with expertise and interest in participating to support design decisions is encouraged to do so! Talk to your supervisor to be connected to BHS.
- **Consider serving as an EHR Champions at our site.** During go-live, a champion will act as the "go-to" person for the site to answer questions, facilitate communication, and report issues. Champions will have access to early training and additional support from BHS. If you are interested in being a Champion, talk to your supervisor.

Questions and More Information
- For up to date information and SOC resources, scan the QR code below or follow this link and click on the **Cerner Millennium tab**.
- Specific questions and concerns should be directed to your supervisor.

August 1, 2023

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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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