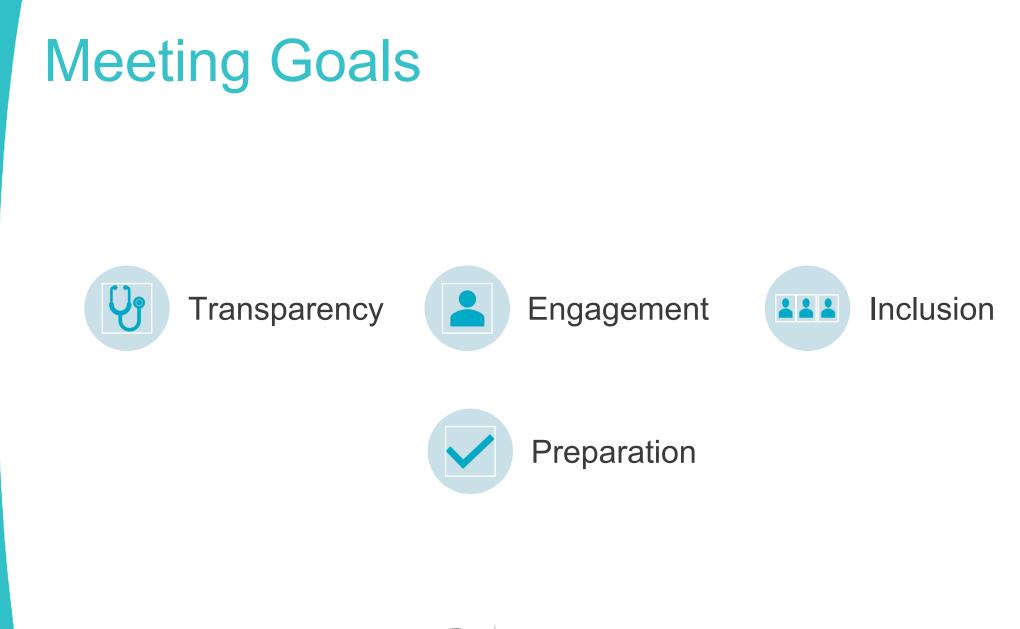# Cerner Millennium Implementation Town Hall

October 17, 2023

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

- A Quick Recap
  - Highlights & Project Status
  - SOC Engagement

- SOC Impacts

- SOC Actions

- SOC Resources

- Q&A

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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)
- Cerner is a completely new EHR, not an update to CCBH
- The goal is to optimize the EHR to best support client needs, SOC workflows, and regulatory requirements
- SOC Subject Matter Experts (SMEs) have been participating in the design process
- Last month, issues with functionality were identified that require resolution prior to go-live

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SOC Engagement: Design & Build

Why is SOC participation important?

- 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

- Identify system challenges and recommendations to remediate

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Cerner Project Timeline

High Level Project Phases & Planned Timeline

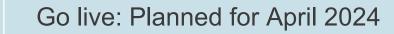Upcoming Cerner Millennium Workshops: Monthly through November 2023

Continued system buildout: Ongoing through January 2024

User Acceptance Testing (UAT): January - April 2024

Train SOC: January – March 2024

Go live: Planned for April 2024

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SOC Impacts

Functionality & SOC Preparation

SOC Impacts: Functionality

Examples of Issues with System Functionality

- No automated capability to retrospectively bill via MMEF

- Diagnosis entry requires multiple steps

- Printing cannot occur outside of the County network

- Dual entry of services without a progress note

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SOC Impacts: Training & Preparation

What does this mean for training and go-live preparation?

We still need to be prepared:

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

- All sites will need to prepare for go-live, including downtime procedures

- BHS may require information from the SOC

SOC Actions

What should the SOC do now to prepare?

- Communicate with your staff to raise awareness about the magnitude of change they can expect with a new EHR

- Begin to identify site champions at your facility

- Maintain awareness about project status to prepare in advance for go-live.

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Next Steps

What are the next steps for issue resolution?

- Continue to work with Cerner to find solutions versus workarounds

- Explore contingency plans in the event issues cannot be resolved

- Assess realistic go-live timelines

- Keep the SOC informed

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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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Q&A

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

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

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