



Table with 2 columns: Field (To, From, Date, Title) and Value (BHS County-Operated Providers and BHS Contracted Service Providers, Behavioral Health Services, February 16, 2024, EHR Implementation Project Status Update)

Behavioral Health Services (BHS) has been working to replace Cerner Community Behavioral Health (CCBH) with a new Mental Health System of Care (SOC) outpatient electronic health record (EHR). BHS halted the implementation of Cerner Millennium as the replacement for CCBH and has pivoted to Streamline SmartCare, a new semi-statewide EHR offered through the California Mental Health Services Authority (CalMHSA).

WHAT IS THE RATIONALE FOR A SEMI-STATEWIDE EHR?

CalMHSA is a Joint Powers Authority (JPA) supporting the public behavioral health system. In July 2023, CalMHSA launched the semi-statewide EHR as a first step toward holistic county behavioral health data aggregation and interoperability. Streamline’s SmartCare was selected by CalMHSA as the EHR product for this project. SmartCare was designed specifically for California behavioral health services. 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.

The purpose of the semi-statewide EHR project is to develop a customized solution to meet the specific complex business needs of the California behavioral health system, which functions as both a provider of specialty clinical care and a managed care plan. It will provide a more streamlined process for documentation and reporting, prioritizing patient care over charting. This is critical at a time when demand for care is up, managed care functions have increased in volume and complexity, and the number of people in the workforce is down.

WHAT DO I NEED TO KNOW ABOUT IMPLEMENTATION?

The SmartCare project officially kicked off on January 25, 2024, and go-live is planned for September 1, 2024, which means the full project implementation timeline is seven months. While the general implementation process is like other EHR implementations, there are minimal design decisions to be made for this project. The system is designed to meet the needs and regulatory requirements of all participating California counties, so the system is essentially already “built” in terms of documentation and workflow.

BHS is currently in the process of gathering requirements, understanding the system design, confirming project scope, and defining the project plan. There will then be a period of development and testing. Once the system is validated, it will be deployed, at which time hardware and software implementation, user acceptance testing, and training will occur.

HOW WILL THE SYSTEM OF CARE (SOC) BE INVOLVED IN THIS PROCESS?

SOC engagement continues to be critical during implementation. Given there are no design workshops and minimal design decisions, the role of SOC subject matter experts (SMEs) will be a little different. Bi-weekly demo sessions with both County and contracted provider SMEs will continue, with a focus on understanding the system to advise on testing, training, and change management activities. SOC SMEs participated in the kick-off meeting and shared overwhelmingly positive feedback about SmartCare and the opportunity to streamline documentation practices. For more information or to participate, email QIMatters.HHSA@sdcounty.ca.gov.

For More Information:
• Check the Cerner Millennium tab on the Optum website under MHP Provider Documents
• Contact your Contracting Officer’s Representative (COR) or QIMatters.HHSA@sdcounty.ca.gov



To:	BHS County-Operated Providers and BHS Contracted Service Providers
From:	Behavioral Health Services
Date:	February 16, 2024
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HOW WILL THE NEW EHR IMPACT THE SOC?

SOC preparation for a SmartCare go-live will not change significantly.

- 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. There is current guidance in the [Organizational Provider Operations Handbook \(OPOH\)](#) for EHR downtime, indicating the SOC is expected to adhere to County and Medi-Cal documentation standards. The Management Information System (MIS) team is updating the downtime procedures for go-live and will provide guidance to the SOC as we approach implementation.
- 3. Unexpected delays could be impactful.** Currently, e-prescribing in CCBH will sunset in September 2024, and CCBH will sunset in December 2024. If implementation is delayed beyond these critical dates, there is a risk of a short reversion to paper documentation. This is a worst-case scenario and it is expected that implementation will occur on the defined timeline, but it is important to understand the implications of a delay.

WHAT CAN THE SOC DO NOW TO PREPARE?

- 1. 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.
 - Encourage staff to participate in and ask questions during BHS demo meetings and town halls.
- 2. Begin to think about who can serve as a champion or site lead at your facility for go-live.**
 - The number of champions will depend on the size and type of facility you have. Additional information will be shared as project plans are developed.
- 3. Maintain your own awareness about project status to prepare for SmartCare go-live.**
 - This includes continued review of status updates and other materials available on the EHR Implementation tab of the Optum [website](#), participation in town halls, and discussions with your COR or supervisor. Reach out to QIMatters.HHSA@sdcounty.ca.gov with questions.
- 4. Visit the EHR Knowledge Base on the [CaMHSA website](#).**
 - Numerous tools are available on the website for your review to begin familiarizing yourself with the SmartCare product. You will find training guides, videos, at-a-glance workflows, FAQs, and more.

TIMELINE

The EHR is planned for go-live on September 1, 2024, to coincide with the sun-setting of the CCBH system. Additional details about the timeline will be shared as project plans are developed.

For More Information:

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KEY UPCOMING DATES

BHS SME Review Meetings (In-person, BHS Camino La Jolla Room)

- February 26, 2024 | 9:00am – 11:00am
- March 11, 2024 | 9:00am – 11:00am

Contact Heather Rey at Heather.Rey@sdcounty.ca.gov for more information on the SME Review Meetings.

SOC Town Hall (Virtual)

- February 20, 2024 | 1:00pm - 2:00pm

If you are interested in attending please use the following link: [Click here to join the meeting](#)

For More Information:

- Check the Cerner Millennium tab on the Optum website under [MHP Provider Documents](#)
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