



Electronic Health Record (EHR) Implementation Town Hall

November 17, 2023

County of San Diego

Health and Human Services Agency

Behavioral Health Services



Meeting Goals



Transparency



Engagement



Inclusion



Preparation



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Meeting Agenda

- **Quick Recap**
- **Shift in Strategy**
- **SOC Impacts**
- **SOC Actions**
- **Q&A**



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Quick Recap

Project Highlights, Functionality



Recap: Cerner Project Highlights

What do I need to know now?

- The County has been working to replace CCBH with Cerner Millennium (Cerner) as the Mental Health System of Care (SOC) electronic health record (EHR)
- SOC representatives, including contracted providers, participated in the design process as Subject Matter Experts (SMEs)
- The goal was to optimize the EHR to support client needs, workflows, and regulatory requirements
- Limitations in functionality were identified that required resolution



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Recap: Cerner Project Highlights

Limitations in Functionality Identified:

- Lack of automated capability to retrospectively bill
- Inability to print outside of Cerner network
- Inefficient workflows requiring multiple steps and/or ongoing duplicate entry



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Shift in Strategy

Mitigation, Rationale, Shifting Strategy



New Strategy: SmartCare

**BHS will now be halting implementation of
Cerner Millennium as the replacement for CCBH
and plans to pivot to a new EHR product**



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New Strategy: SmartCare

What is SmartCare, and why was it selected by CalMHSA?

- In July 2023, CalMHSA launched a semi-statewide EHR as a first step toward holistic county behavioral health data aggregation and interoperability
- Streamline's SmartCare was selected by CalMHSA because it:
 - Is customized to meet CalAIM and other DHCS requirements
 - Created to capture data across multiple levels of behavioral health care
 - Provides a user-friendly interface that supports more person-centered care



SmartCare

Why is the County selecting SmartCare?

- SmartCare is designed specifically for CA behavioral health services systems.
- Currently, 23 Counties in California have or are implementing SmartCare



SmartCare

Let's learn a little more...



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Next Steps

What happens now?

- The SmartCare project is intended to begin December 2023
- SmartCare go-live is tentatively planned for September 2024
- SOC SMEs will continue to be engaged
- The County will communicate new actions and timelines



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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?

- SOC preparation for a SmartCare go-live will not change significantly
- Unexpected delays to implementation could be impactful
 - E-prescribing in CCBH will sunset September 2024
 - CCBH will sunset December 2024
- The other impact (independent of EHR) is that after implementation, the SOC will need to look at CCBH for historical information.



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SOC Actions

What should the SOC do now to prepare?

- Maintain awareness about project status
- Communicate with your staff



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SOC Resources

What happens next?



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 **EHR Implementation tab**.
 - Resources will be updated accordingly with new project details as they become available





Q&A

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

Or go online for more information at: [**Optumsandiego.com**](http://Optumsandiego.com)

