



## **SYSTEM TRANSFORMATION TO ADVANCE RECOVERY AND TREATMENT**

Los Angeles County's Substance Use Disorder Organized Delivery System

**PROVIDER MEETING**

**THURSDAY, DECEMBER 7, 2017**

# Sage Launch

Los Angeles County's Electronic Health Record for  
the Specialty Substance Use Disorder System

Substance Abuse Prevention and Control  
County of Los Angeles Health Agency & Department of Public Health

All Provider Meeting: 12/07/17

# Outline

- **Sage Launch**
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- **“Electronic” vs. “Wet” Signatures**
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  - Organizational Considerations / Improvements
- **Ongoing Support**
- **Secondary Sage Users**
- **Where to go for Help**



## By the Numbers: December 4<sup>th</sup> Sage Launch

- 75% of SAPC Providers launched on December 4<sup>th</sup>
  - Including 40% of Secondary Sage Users
- Over 2,200 Sage user accounts created
- Over 1,000 hours of on-site At-The-Elbow support
  - More to come!
- Approximately 550 clients records created/updated
- Approximately 840 progress notes created
- Approximately 70% of Help Desk calls are related to log-in issues



## Sage Launch – Overview

- **December 4, 2017:**
    - **Primary Sage Users:** Providers who are using Sage as their primary EHR and are using all components of Sage.
    - **Secondary Sage Users:** Providers who will continue to use their own EHRs and interface with Sage.
      - Some Secondary Sage Users opted to launch on 12/4/17.
  - **January 8, 2018:**
    - **Secondary Sage User Launch**
- 
- **Both Primary and Secondary Sage Users:**
    - Need to be fully trained on Sage, and need to enroll all devices they will be using (5 device cap per user).
    - Providers should assess workflows and make adjustments, as needed.

# Key Issues & Questions from the Help Desk and Daily Sage Check-In Call

| Issue   | Resolution  |
|---|---|
| <b>General</b><br>How do I resolve this issue: _____?   | The first step in any inquiry about Sage, after asking colleagues and superusers, is to call the Help Desk and get a ticket #   |
| <b>Cutover Question</b><br>What clinical documents from the cutover period do providers need to be entered into Sage versus upload? | <ul style="list-style-type: none"> <li>ASAM assessments from the cutover period can be uploaded onto Sage</li> <li>All other clinical documents (e.g., Progress Notes, Treatment Plans) need to be entered into Sage</li> </ul> |
| <b>One User, Two Providers</b><br>Staff working at more than one provider organizations.  | Staff working at more than one organization may only log into one organization for now. A fix is expected next week which will allow for multi-organization log in.   |

# Key Issues & Questions from the Help Desk and Daily Sage Check-In Call

| Issue  | Resolution  |
|--|---|
| <p><b>Log-In Issues</b><br/>Sage users are not able to log in, need password resets, etc.</p>                                      | <p>Contact the Help Desk. Nearly all log-in issues have been resolved by calling the Help Desk. The Help Desk can also assist with passwords reset.</p>   |
| <p><b>Device Enrollment</b><br/>Getting an error message saying “too many people are logged in” or the app cannot be accessed.</p> | <p>This issue is related to the enrollment of devices. The Help Desk can help triage these issues and resolve them.</p>   |
| <p><b>User Role Changes</b><br/>Users require a changed (more or less access) to their user role.</p>                              | <p>While utilizing Sage, organization may need to make adjustments to staff’s user roles. This process starts by contacting the Help Desk. SAPC will contact the provider to confirm the changes.</p> |

# Key Issues & Questions from the Help Desk and Daily Sage Check-In Call

| Issue   | Resolution  |
|---|---|
| <p><b>Re-Do Processes</b><br/>Some information must be re-established</p>       | <p>Because not all information (Consents, etc.) existed in previous programs (Encounter Billing System, LACPRS, etc.), that information must be re-entered into Sage.</p>                               |
| <p><b>Users with two C numbers</b><br/>Some users were issued two C numbers</p> | <p>Some users had existing C number that were issues years ago and were issued a second C number. Date of birth were collected and C numbers are being reconciled. Should be resolved by this week.</p> |
| <p><b>Data Issues</b><br/>Client or Client data is missing or incorrect.</p>    | <p>Client data is missing or is incorrect. This may be the result of data migration issues or unfamiliarity with the system. Log/list missing data and contact the Help Desk</p>                        |



# “Digital/Electronic” vs. “Wet” Signatures

## Digital/Electronic Signatures

Sage users can sign documents electronically. This is accomplished by finalizing a draft document. Digital signatures are considered “electronic” signatures and are captured via electronic signature pads.

## Wet Signatures

Wet signatures are physical signatures. Documents that require a wet signature should be uploaded to Sage for those documents required for auditing purposes.

| Signature Type                      | Signature Requirement  | Documentation Type Examples  | Upload onto Sage Required?   |
|-------------------------------------|--|--|--|
| <b>Wet Signature</b>                | Wet signatures are required in instances when a patient, or another individual who does not have access to Sage (e.g., new LPHA or physician staff who do not yet have Sage access), is required to sign a document  | Release of Information (Consent)   | Yes – After a wet signature is obtained, it needs to be uploaded into Sage |
|                                     |  | Treatment Plans  |  |
|                                     |  | Other documentation that requires signature by an individual who does not have access to Sage  |  |
| <b>Digital/Electronic Signature</b> | Digital/Electronic signatures, including signatures captured via electronic signature pads, from appropriate Sage users (e.g., SUD counselors, LPHA’s, physicians) satisfy as signatures for documentation as long as a patient, or another individual who does not have access to Sage, is NOT required to sign the documentation | Other documentation: <ul style="list-style-type: none"> <li>- ASAM Full Assessments</li> <li>- ASAM Triage Screener</li> <li>- Progress Notes</li> <li>- All Miscellaneous Note types (including Case Management Notes)</li> </ul> | No   |

# SAPC & Providers – Responsibilities and Expectations

- **SAPC Responsibilities**

- Fund Sage development, implementation, and annual maintenance/support
- Share initial training responsibilities with providers

- **Provider Responsibilities**

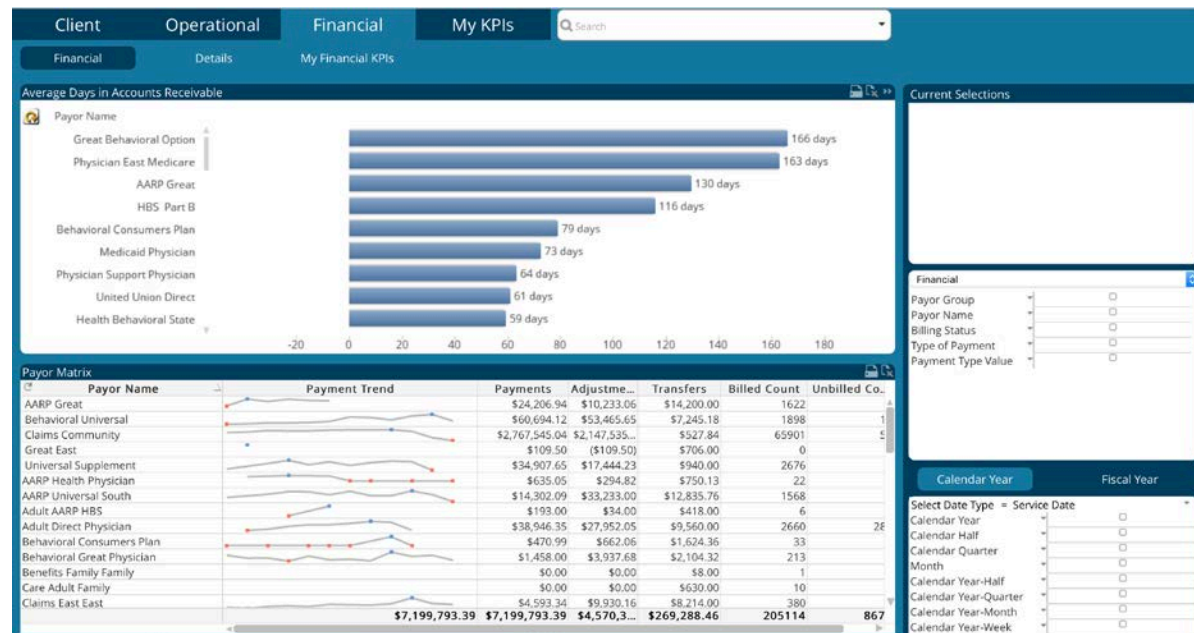
- **Culture Change Needs** → Recognize critical importance of technology and Sage in helping us deliver quality SUD care
- **Ongoing Communication of Sage-Related Updates to Staff**
- **IT Needs** → Ensure sufficient hardware specifications, up-to-date anti-virus protection, latest windows security patches, and IT staff to support Sage
- **Training Needs** → Future web-based Sage trainings for staff, particularly in light of their staff turnover, offered through Netsmart
- **Cultivating Superusers** → Ensuring each provider site has at least 2-3 superusers to help staff with questions
- **Knowing Where to Ask for Help** → Whether it's provider superusers or the Help Desk

# Key Performance Indicator (KPI) Dashboard

- **Available in mid-late December**
  - To be useful, data must accumulate in Sage to populate the KPI Dashboard
- **Use KPI Dashboard to improve processes/services/workflows**



# Screenshots – KPI Dashboard



What's  
next



## Sage has launched – NOW WHAT?

- **TRAINING**

- Practice Environment

- Support training
- Revise protocols

- Refresher Training

- Available through mid-December

- Web-Based Training

- Low-cost, ongoing web-based trainings developed by Netsmart (the experts) will be available to meet the training needs of provider agencies beyond the implementation trainings SAPC is funding.
- More details to follow



## Sage has launched – NOW WHAT?

- **ORGANIZATIONAL CONSIDERATIONS / IMPROVEMENTS**
  - Continue to assess Sage workflows and identify opportunities for efficiencies and improvements
  - Monitor IT equipment and upgrade as necessary
    - Software – Operating systems, security, etc.
    - Scanners
    - Printers
  - Staff Skills Development
    - Computer Skills
    - Communication/Writing
    - Assess Sage User Roles



## Reminder – Required Technical Specifications

|                     | Minimum   | Preferred  |
|---------------------|---|--|
| Processor           | 1.5 GHz or faster 32-bit (x86) or 64-bit                  | 2.0 GHz or faster 32-bit (x86) or 64-bit           |
| RAM                 | 1 GB of memory or greater                                 | 2 GB of memory or greater                          |
| Storage             | 1 GB of available space or greater                        | 2 GB of available space or greater                 |
| Graphics            | Dedicated 128 MB+ Graphics Card                           | Dedicated 128 MB+ Graphics Card                    |
| Operating System    | Windows 8* (8.1*)<br>Note – Windows 8 RT is not supported | Windows 10<br>Note – Windows 8 RT is not supported |
| Internet Connection | 50 kbs broadband (DSL, Cable, Fiber)                      | 75 kbs broadband ( Cable, Fiber)                   |
| Browser             | Internet Explorer 9 or later, Chrome;<br>Firefox          | Internet Explorer 10 or later, Chrome;<br>Firefox  |



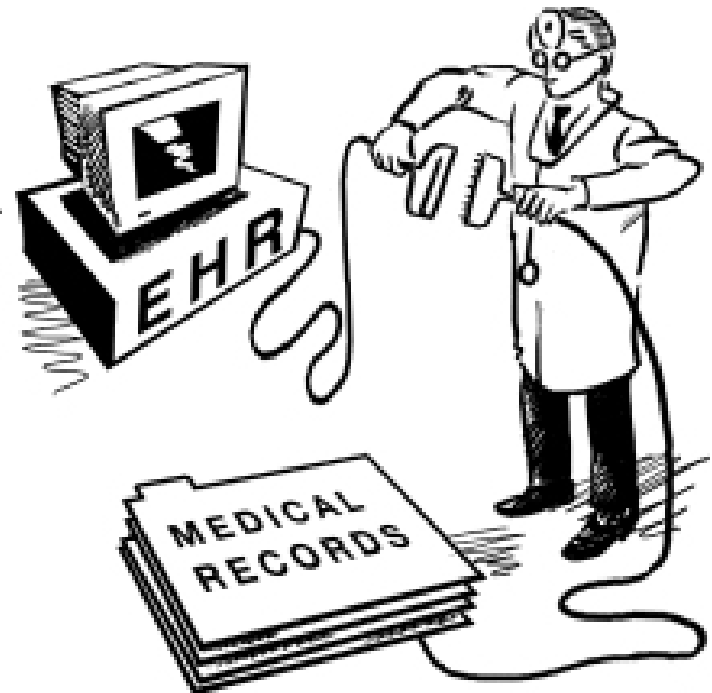
## Ongoing Support for Sage



- **YOUR Superusers and Staff!**
- **At-the-Elbow Support**
  - Netsmart on-site staff to provide assistance during launch
  - Will continue through Wednesday, 12/13/17
- **Daily Sage Check-In Call**
  - 2:00pm – 3:00pm all week (12/4 – 12/8)
    - Interested in provider feedback – continue for additional week?
- **Help Desk**
  - FYI: Due to volume, there may be instances in which callers may need to leave a voicemail for the Help Desk; the call will be returned promptly
- **Sage Website** (<http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>)
  - Sage Frequently Asked Questions (FAQs).. **coming soon**
- **Provider Meetings**
  - Standing **Business Technology Committee Provider Meetings** and **Secondary Sage User Provider Meetings** provide a forum to work through identified issues/challenges

## Secondary Sage Users – January 8, 2018

- **Secondary Sage User Meetings**
  - Address issues specific to providers with existing EHR
  - Every other week
- **Cut-Over Period and Activities**
  - Details to follow





**WE NEED  
YOUR  
HELP!**

## Where to Go for Help

- **SAPC-Sage Website**
    - <http://publichealth.lacounty.gov/sapc/Sage/Sageinfo.htm>
  - **ASAM CONTINUUM™ and Triage Tool Training Videos**
    - <http://asamcontinuum.org/knowledgebase/video-comprehensive-continuum-orientation/>
  - **Netsmart Website**
    - <https://www.ntst.com/>
- **Help Desk – (855) 346-2392**
  - **Sage email – [Sage@ph.lacounty.gov](mailto:Sage@ph.lacounty.gov)**
  - **SAPC Contract Services Division – (626) 299-4532**
  - **SAPC Information Systems – (626) 299-4545**