START-ODS
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
  • By the Numbers
  • Overview
• Key Issues
• “Electronic” vs. “Wet” Signatures
• SAPC & Providers – Responsibilities and Expectations
• KPI Dashboards
• Sage Has Launched – Now What?
  • Training
  • Organizational Considerations / Improvements
• Ongoing Support
• Secondary Sage Users
• Where to go for Help
By the Numbers: December 4th Sage Launch

- 75% of SAPC Providers launched on December 4th
  - 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

<table>
<thead>
<tr>
<th>Issue</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td>The first step in any inquiry about Sage, after asking colleagues and superusers, is to call the Help Desk and get a ticket #</td>
</tr>
<tr>
<td>General: How do I resolve this issue: _____?</td>
<td></td>
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</tbody>
</table>
| **Cutover Question**                       | • ASAM assessments from the cutover period can be uploaded onto Sage  
• All other clinical documents (e.g., Progress Notes, Treatment Plans) need to be entered into Sage |
| What clinical documents from the cutover period do providers need to be entered into Sage versus upload? |                                                                                                                                               |
| **One User, Two Providers**                | 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. |
| Staff working at more than one provider organizations. |                                                                                                                                               |
# Key Issues & Questions from the Help Desk and Daily Sage Check-In Call

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<tr>
<td><strong>Log-In Issues</strong></td>
<td>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.</td>
</tr>
<tr>
<td>Sage users are not able to log in, need password resets, etc.</td>
<td></td>
</tr>
<tr>
<td><strong>Device Enrollment</strong></td>
<td>This issue is related to the enrollment of devices. The Help Desk can help triage these issues and resolve them.</td>
</tr>
<tr>
<td>Getting an error message saying “too many people are logged in” or the app cannot be accessed.</td>
<td></td>
</tr>
<tr>
<td><strong>User Role Changes</strong></td>
<td>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.</td>
</tr>
<tr>
<td>Users require a changed (more or less access) to their user role.</td>
<td></td>
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### Key Issues & Questions from the Help Desk and Daily Sage Check-In Call

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<td><strong>Re-Do Processes</strong></td>
<td>Because not all information (Consents, etc.) existed in previous programs (Encounter Billing System, LACPRS, etc.), that information must be re-entered into Sage.</td>
</tr>
<tr>
<td><strong>Users with two C numbers</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Data Issues</strong></td>
<td>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</td>
</tr>
</tbody>
</table>
### “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.

<table>
<thead>
<tr>
<th>Signature Type</th>
<th>Signature Requirement</th>
<th>Documentation Type Examples</th>
<th>Upload onto Sage Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wet Signature</strong></td>
<td>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</td>
<td>Release of Information (Consent)</td>
<td>Yes – After a wet signature is obtained, it needs to be uploaded into Sage</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Treatment Plans</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other documentation that requires signature by an individual who does not have access to Sage</td>
<td></td>
</tr>
</tbody>
</table>
| **Digital/Electronic Signature** | 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:  
  - ASAM Full Assessments  
  - ASAM Triage Screener  
  - Progress Notes  
  - All Miscellaneous Note types (including Case Management Notes) | 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

Better PROCESS

Better SERVICES/TREATMENT

Better OUTCOMES
Screenshots – KPI Dashboard

Client Location

Current Selections

Financial

Payer Group

Billing Status

Type of Payment

Calendar Year

Fiscal Year

Select Date Type: Service Date

Calendar Year

Calendar Quarter

Month

Calendar Year-Half

Calendar Year-Quarter

Calendar Year-Month

Calendar Year-Week

Client

Operational

Financial

My KPIs

Financial Details

My Financial KPIs

Average Days in Accounts Receivable

Payer Name

Great Behavioral Option

Physician East Medicare

AARP Great

HMO Part B

Behavioral Consumers Plan

Medicaid Physician

Physician Support Physician

Skilled Nursing Facility

Financial

Details

My KPIs

Client Financial

Client Operational

Client

Operational

Financial

My KPIs

Percent Employed Clients

Employment Status

No Entry

Unemployed-sought last 30...

Quarantined

Not in workforce-Olivert

Not in Workforce-Occasional

Not in workforce-Military

Not in Workforce-Student

Not in workforce-Other

Sheltered Workshop

Not in workforce-Pension

Percent Homeless Clients

Homeless Status

No Entry

Not Homeless

Homeless

0.0%

35
Sage has Launched!

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

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

• ASAM CONTINUUM™ and Triage Tool Training Videos

• Netsmart Website
  – https://www.ntst.com/

  • Help Desk – (855) 346-2392
  • Sage email – Sage@ph.lacounty.gov
  • SAPC Contract Services Division – (626) 299-4532
  • SAPC Information Systems – (626) 299-4545