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

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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**

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- **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
General 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 #
Cutover Question What clinical documents from the cutover period do providers need to be entered into Sage versus upload?	• 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
One User, Two Providers 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
Log-In Issues Sage users are not able to log in, need password resets, etc.	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.
Device Enrollment Getting an error message saying "too many people are logged in" or the app cannot be accessed.	This issue is related to the enrollment of devices. The Help Desk can help triage these issues and resolve them.
User Role Changes Users require a changed (more or less access) to their user role.	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.

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

Issue	Resolution
Re-Do Processes Some information must be re-established	Because not all information (Consents, etc.) existed in previous programs (Encounter Billing System, LACPRS, etc.), that information must be re-entered into Sage.
Users with two C numbers Some users were issued two C numbers	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.
Data Issues Client or Client data is missing or incorrect.	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

"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?
Wet Signature	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) Treatment Plans Other documentation that requires signature by an individual who does not have access to Sage	Yes – After a wet signature is obtained, it needs to be uploaded into Sage
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 <u>site</u> 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

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*) Note – Windows 8 RT is not supported	Windows 10 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; Firefox	Internet Explorer 10 or later, Chrome; 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
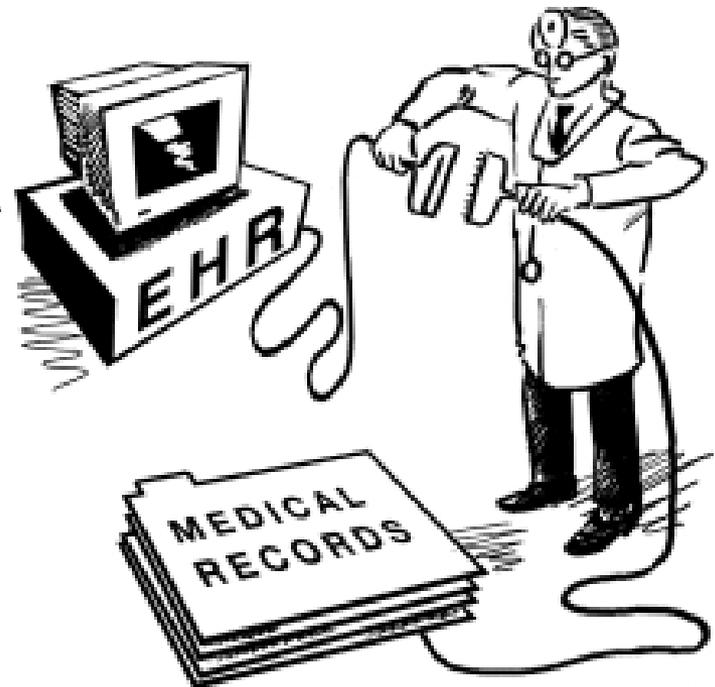
Where to Go for Help

- **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
- **SAPC Contract Services Division –** (626) 299-4532
- **SAPC Information Systems –** (626) 299-4545