



Sage Implementation

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: 11/02/17

OUTLINE

- **Sage – Launch Highlights!**
- **Overview**
- **SAPC & Providers – Responsibilities and Expectations**
- **Required Technical Specifications**
- **Sage Launch**
 - Weekly Activities Timeline
 - Training Schedule
- **Ongoing Support**



Sage Launch Considerations

- **After considering provider feedback, SAPC decided to postpone the launch of Sage from early November to December to allow for:**
 - **Additional in-person trainings**
 - **Access to a Sage Practice Environment** for users to practice using Sage in a non-live environment in order to maintain a fresh memory of knowledge gained from earlier training sessions.
 - **Refresher courses (web-based)** for those who, after Sage launch, want additional refresher trainings in addition to the initial in-person trainings they attended and practice environment being offered.
 - **Give providers more time to prepare for Sage** so they can conduct organizational workflow reviews and needs assessments.

Trainings are PERISHABLE – When staff are trained is important, and keeping the information fresh is important → Use the Sage Practice Environment and ensure onsite superusers!



Sage Launch: December 4, 2017

- **Dec 4, 2017 Sage go-live date for Sage pertains to BOTH Primary & Secondary Sage Users.**
 - **Primary Sage Users:** Providers who will be utilizing all components of Sage.
 - **Secondary Sage Users:** Providers who will continue to use their own EHRs and interface with Sage.
- **ALL provider staff who use the Sage system, *including Secondary Sage Users*, will need:**
 - To be fully trained prior to go-live
 - To have both their user information and ALL devices registered by Nov 2, 2017

Necessary SUD System Changes

- **Transition from a largely paper-based SUD system to an electronic, technology-based system to help meet the enhanced requirements of the DMC-ODS waiver**
 - Facilitate greater access to services
 - Clinical documentation
 - Utilization management (service authorizations)
 - Data collection
 - Billing
 - Consent management
 - Contract monitoring



Overview: Sage

- **Background**

- Sage is a certified, web-based SUD EHR that consists of clinical, administrative, and data reporting modules that satisfy mandatory government reporting requirements, and also provides the necessary framework for overseeing and delivering SUD services in a managed care environment.
- Developed by Netsmart – same developers as LAC DMH's IBHIS system.
- 42 CFR Part 2 and HIPAA compliant.
- Meets mandatory interoperability requirements for certified EHRs.



Overview: Sage (cont'd)

- **Fully functioning Electronic Health Record (EHR) for the specialty SUD system**
 - Clinical Functions (electronic ASAM assessment tools, treatment plans, progress notes, etc.)
 - Consent Management Functions
 - Service Authorization Functions
 - Data Collection Functions (CalOMS/LACPRS)
 - Billing Functions
 - Service & Bed Availability Tool (SBAT)
 - eContract Monitoring (for SAPC)



Overview: Sage (cont'd)

- **Scope of Sage utilization**
 - Includes **adult & youth treatment services**
(OP/IOP/RS/WM/OTP*/CM/RSS/PCS)
 - *OTP's → will utilize ASAM assessments, UM module, billing, & data reporting through Sage, but otherwise clinical functions will remain on current EHR platforms
 - **Services that will NOT utilize Sage**
 - Prevention services
 - DUI services





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 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, the County Helpdesk, or SAPC

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	IE 9 (Windows 7) IE 10 (Windows 7, 8); IE 11 (Windows 7, 8.1, 10); (IE 32-bit only in compatibility mode); Chrome (16-48); Firefox (10-44)	IE 10 (Windows 7, 8); IE 11 (Windows 7, 8.1, 10); (IE 32-bit only in compatibility mode); Chrome (48); Firefox (44)



Sage Launch

Mission: Successful launch
throughout SUD provider network

December 4, 2017

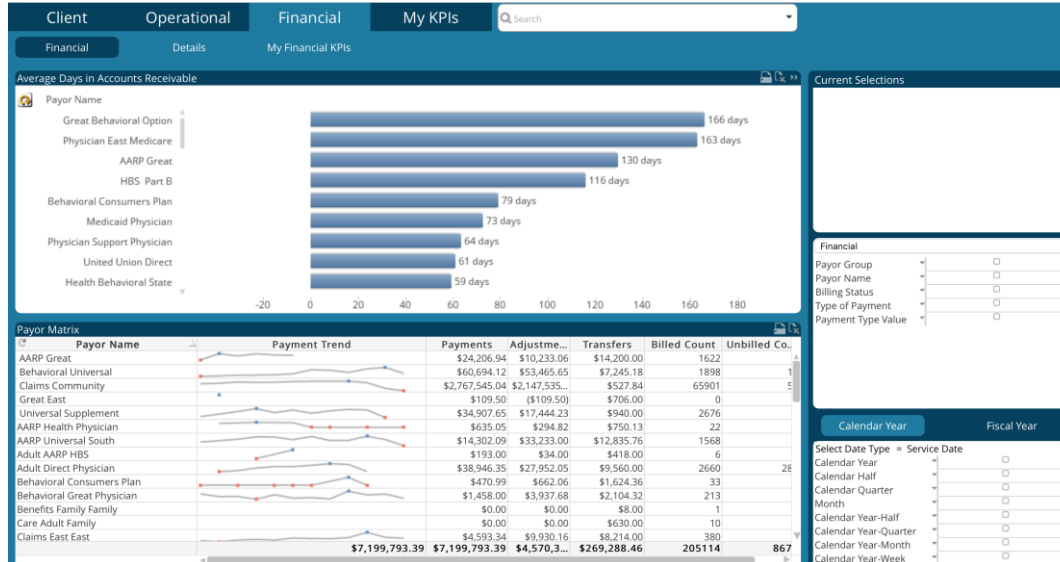
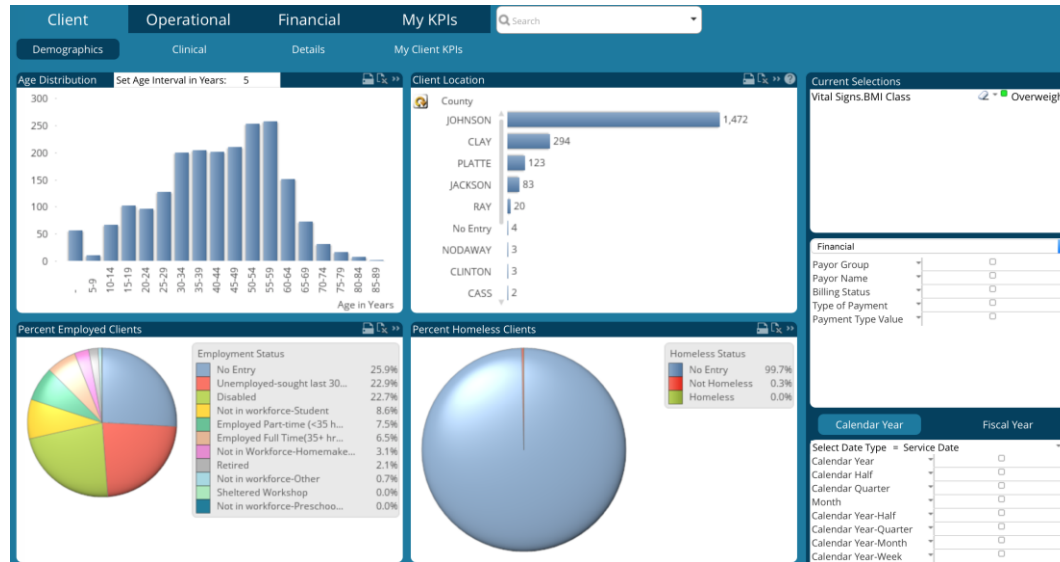


Sage Launch – What Can Providers Be Doing to Prepare?

- **SAGE LAUNCH WEEKLY ACTION ITEM LIST**
- **DUE TODAY: All User and Device information**
 - Identify Key Performance Indicator (KPI) Dashboard Staff
 - Staff who will monitor, analyze, and interpret data from the KPI dashboard available via Sage (SEE NEXT SLIDE FOR MORE INFO)
- **REGISTER and ATTEND Sage trainings**
- **Conduct organizational needs assessment to assess staff and workflow:**
 - Need to change to staffing patterns (schedules, duties, change of roles and functions)?
 - Need to change workflows (how will the absence of paper impact your workflow including assessments, logs, billing, documentation, etc)?



Screenshots – KPI Dashboard





Week of November 6, 2017

- **Ensure all staff register and attend trainings**
- **Use Sage Practice Environment**
 - To support staff and maintain freshness of knowledge gained from earlier Sage trainings
 - To “play” and test out new work flows
- **Begin cultivating at least 2-3 superusers at each provider site**
- **Begin reconciling all existing data in old Encounter Billing System (EBS)**
 - Deadline is 12pm on Nov 30, 2017
 - LACPRS
 - Clinical Documentation (including authorizations)
 - Billing (New and Old)

LESS THAN ONE MONTH TO LAUNCH



Week of November 13, 2017

- **Develop a Sage Launch Plan**
 - Does your staff know who to call for help?
 - Do they have their log-in information?
 - Do you have sufficient superusers within your site to support your staff (at least 2-3)?
 - Other considerations?
- **Prepare plan for “Cutover Period”** (SEE NEXT SLIDE FOR MORE DETAILS)
- **Reconcile/update/finalize all information in EBS by 12pm on Nov 30, 2017**
- **Ensure all staff register and attend Sage trainings**
- **Use Sage Practice Environment**

THREE WEEKS TO LAUNCH



Cutover Period: 12pm on 11/30/17 – 12/04/17

- **Cutover Period = Transition period from old system (pre-Sage) to Sage (will also occur with every change in fiscal year)**
- **Key Elements of Cutover Period**
 - **Providers will need to conduct all work manually during the cutover period until Sage goes live on Dec 4, 2017, when this information will need to be entered into Sage.**
 - Fortunately, this should functionally only be for one day (Friday Dec 1, 2017) given that Dec. 2nd and 3rd are both weekend dates and activities during the weekend are generally minimal.
 - **Service dates that occur on or after 12pm on Nov 30, 2017 but before Dec 4, 2017 must be entered into the new Sage billing system.**
 - Old/current Encounter Billing System (EBS) will be locked to prevent the entering of new data into the old EBS.
 - **Providers will need to reconcile/update all information in EBS and ensure it is current and accurate by 12pm on Nov 30, 2017.**

Week of November 20, 2017

- **Develop a plan and clear process to capture all services on and after the “cutover” date on Dec 1, 2017.**
- **Reconcile/update/finalize all relevant information in EBS.**
- **Ensure your superusers are familiar with Sage so they can serve as a resource to your staff during launch**
- **Ensure all staff register and attend Sage trainings**
- **Use Sage Practice Environment**
 - To support staff and maintain freshness of knowledge gained from prior Sage trainings
 - To “play” and test out new work flows
- **Short week:** Thanksgiving Holiday



TWO WEEKS TO LAUNCH

Week of November 27, 2017

- **All relevant information (e.g., billing, LACPRS) in EBS must be reconciled and FINALIZED by 12pm on Nov 30, 2017.**
- **Final planning for cutover period**
 - All treatment activity/clinical documentation between 12pm on Nov 30, 2017 and Dec 4, 2017 must be documented manually and entered into Sage when it goes live.
- **Ensure all staff understand how to log in to and use Sage, AND who/where to call for help on launch day.**



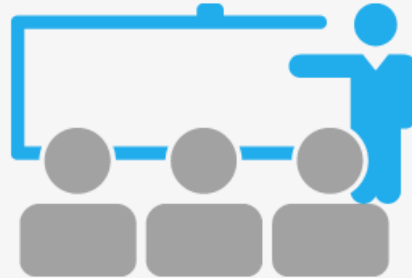
ONE WEEK TO LAUNCH!!!

December 4, 2017: **SAGE GO-LIVE!!!**

- **Enter activity from “Cutover Period”** (e.g., billing, treatment information, service authorizations, CalOMS/LACPRS)
- **Data from pre-Sage will be pre-populated into Sage** → Review this data to ensure accuracy (patient info, staff info, etc)
- **Use the go-live support available to you during launch week!**
 - Superusers at your provider sites, Netsmart staff, County Helpdesk for log-in issues.
- **Ensure staff are accessing the web-based refresher courses that are available after Sage launch, as needed.**



Training



Schedule



OCTOBER 2017

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DECEMBER 2017

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Ongoing Support Available to Providers AFTER Go-Live

- **YOUR Superusers at provider sites** → At least 2-3 superusers per site will ensure sufficient in-house provider support, even with staff turnover
- **Sage Trainings** → Web-based, facilitated trainings offered by Netsmart available at special low-cost rate for LA County SUD providers for training new staff
 - *These are the required trainings all new Sage users must receive before accessing the system
- **Refresher courses** (web-based)
- **County Helpdesk** (for log-in issues)
- **SAPC** → Will convene standing **Business Technology Committee Provider Meetings** to provide a forum to work through identified issues/challenges





Summary

- **Sage is an Electronic Health Record (EHR) for SUDs that will serve as the backbone of the specialty SUD system in Los Angeles County, with clinical, administrative, data reporting, and billing functionality.**
- **To ensure a smooth go-live and transition to Sage, providers need to PREPARE:**
 - Identify what staff are in need of access/accounts and provide this info to SAPC
 - Enroll all devices that Sage will be used on and provide this info to SAPC
 - Get all staff properly trained
 - Identify at least 2-3 superusers per site to cultivate internal Sage expertise
 - Develop Sage Launch Plan
 - Prepare for cutover period
 - Assess the impact an electronic-based (as supposed to paper-based) chart will have on provider workflows and patient experience, and plan/revise accordingly
 - Know where to turn for help
- **Prepare for the future → Have procedures in place to cover ongoing training, staff turnover, outage/back-up processes, etc.**



**WE NEED
YOUR
HELP!**



Helpful Resources

- **EHR Basics – HealthIT.gov**
 - <https://www.healthit.gov/providers-professionals/learn-ehr-basics>
- **Netsmart Website**
 - <https://www.ntst.com/>
- **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/>

- **County Helpdesk - (855) 346-2392**
- **SAPC Contract Services Division - (626) 299-4532**
- **SAPC Information Systems - (626) 299-4545**