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>How do I resolve this issue: _____?</td>
<td></td>
</tr>
</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

<table>
<thead>
<tr>
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<th>Resolution</th>
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<tbody>
<tr>
<td>Log-In Issues</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>Device Enrollment</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>User Role Changes</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>
</tr>
</tbody>
</table>
# Key Issues & Questions from the Help Desk and Daily Sage Check-In Call

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<tr>
<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>Some information must be re-established</td>
<td></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>Some users were issued two C numbers</td>
<td></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>
<tr>
<td>Client or Client data is missing or incorrect.</td>
<td></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>Wet Signature</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>
<tr>
<td>Digital/Electronic</td>
<td>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</td>
<td>Other documentation:</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
<td>- ASAM Full Assessments</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- ASAM Triage Screener</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Progress Notes</td>
<td></td>
</tr>
</tbody>
</table>
|                        |                                                                                        | - All Miscellaneous Note types (including Case Management Notes) |                           | No

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.
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
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>
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</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
Where to Go for Help

• SAPC-Sage Website

• ASAM CONTINUUM™ and Triage Tool Training Videos

• Netsmart Website
  – [https://www.ntst.com/](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