The 18th Annual Behavioral Health Informatics Conference and Exposition:

Meeting the Information Management Needs of Mental Health and Substance Use Programs

Onsite Program

May 2–3, 2018

Sheraton Carlsbad
5480 Grand Pacific Drive
Carlsbad, CA 92008
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18TH ANNUAL BEHAVIORAL HEALTH INFORMATICS
CONFERENCE & EXPOSITION

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WEDNESDAY, May 2, 2018

7:30 AM – 5:15 PM  REGISTRATION .................................................... Sunset Foyer

7:30 AM – 10:00 AM  CONTINENTAL BREAKFAST AND EXHIBIT HALL OPEN .................... Grand Ballroom

8:00 AM – 8:45 AM  PRODUCT DEMONSTRATION .................................................. Carlsbad

9:00 AM – 9:45 AM  PRODUCT DEMONSTRATION .................................................. Cardiff

10:00 AM – 10:25 AM  CONFERENCE OVERVIEW ..................................... Sunset Ballroom

Tom Trabin, PhD, MSM, Conference Chair, Behavioral Health Executive and Informatics Consultant

10:25 AM – 11:20 AM  GENERAL SESSION KEYNOTE ..................................... Sunset Ballroom

Preparing for the next wave of policy changes in our health care system: Implications for behavioral health care

Ron Manderscheid, PhD, Executive Director, National Association of County Behavioral Health and Developmental Disability Directors

Broad-sweeping national health care reform initiatives continue to galvanize substantial changes at state and local levels in behavioral and physical health care services. The 21st Century Cures Act is among the most recent and is anticipated to be a significant driver of system wide change. This session will feature a national leader in health care policies who will overview recent policy developments and anticipate what further ones may be coming soon. The presenter will suggest how these changes are likely to impact behavioral health care services, our information system underpinnings, and the clients we serve. The presenter will suggest how leaders and participant stakeholders in behavioral health care systems can prepare strategically for impending changes, including what needs to be modified in their information systems.
WEDNESDAY, May 2, 2018

11:20 AM – 12:15 PM  GENERAL SESSION KEYNOTE .............................. Sunset Ballroom

How to prepare for emerging models of value-based payment: Anticipating the new requirements and their impact on behavioral healthcare systems

Tami L. Mark, PhD, MBA, Senior Director, Behavioral Health Financing, RTI International

The Medicare Access and CHIP Reauthorization Act (MACRA) became effective in 2017 and is just the beginning of the value-based payment models that will impact our public and private healthcare systems. Tami L. Mark, PhD is a national expert and opinion leader in behavioral health systems of care, and Senior Director of Behavioral Health Financing with RTI. She will review many of the newly developing payment models, evaluate how they are likely to impact state and county payment mechanisms and provider claiming guidelines, and suggest how to prepare for new reporting requirements.

12:15 PM – 2:00 PM  LUNCH, EXHIBIT HALL OPEN .............................. Grand Ballroom

2:00 PM – 3:15 PM  CONCURRENT SESSIONS

How to use data analytics to improve management decision making and enhance care delivery .......................................................... Solana

Eleanor Castillo-Sumi, PhD, VP of Outcomes and Program Development, Uplift Family Services
Catherine Aspiras, MA, Director of Outcomes, Uplift Family Services
Ryan Quist, PhD, Deputy Director, Quality and Research, Riverside County Behavioral Health

New technologies have greatly improved the ease with which data reports are designed and presented, and their effectiveness for clinical care and management. Presenters in this session will explain how to use technology to configure reports through data visualization so they are clear and useful. They will describe ways to present reports effectively, and provide feedback innovatively with data that stimulates quality improvement in clinical care and organizational leadership. They will also describe how outcome data can be used to demonstrate value within a payment model of value-based services.

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CONCURRENT SESSIONS, CONTINUED

Do No Harm: Balancing considerations of client privacy and information sharing ................................. Carlsbad

Lucia Savage, Esq, Chief Privacy & Regulatory Officer, Omada Health
Yun-kyung (Peggy) Lee, Esq, Deputy Regional Manager, Office of Civil Rights
Jeff Livesay, BS Engineering, Senior Executive Vice President, Michigan Health Information Network Shared Services

MODERATOR: Tom Trabin, PhD, MSM, Conference Chair, Behavioral Health Executive and Informatics Consultant

Information technology advances make it possible to coordinate services across multiple systems of care, assuming that treating providers can access the relevant client information. Particularly for mental health and substance use services, it can be challenging to strike the balance between making client data readily available for treating providers and protecting the privacy and security of client data. In this session, a panel of national experts will weigh both sides of these complex issues in the light of changing regulations. They will discuss the risks of client harm by going to either extreme of sharing information inappropriately or withholding client information relevant to quality care. They will describe how new advances in technology applications are resolving some of these dilemmas and creating new ones. They will also anticipate the future outlook for this balancing for both policy and implementation.

Challenges for rural areas in meeting the increasing requirements for electronic data entry, storage, analysis and exchange .................. Del Mar

Jennifer Terhorst, BA, Behavioral Health Analyst, County of Nevada
Philip Salter, MA, GISP, Information Systems Analyst, County of Nevada
Farooq Ahmad, PhD, Electrical Engineering, Imperial County Behavioral Health Services

MODERATOR: Tracy Rhine, Legislative Advocate, Rural County Representatives of California (RCRC)

Federal and state funding agencies are steadily increasing their data requirements to show that services are accessible and of high quality, and that health care information is exchanged among treating providers in support of care coordination. Rural counties and providers are particularly challenged to fully address these requirements as they confront such issues as lack of bandwidth, health information technology support, and internet connectivity. The presenters for this session will review these challenges and creative ways that agencies in rural areas are addressing them.
Whole Person Care: An early-phase progress report on exciting pilots to achieve care coordination through information exchange across silos

Amanda Clarke, Associate Director of Programs, California Health Care Safety Net Institute
Cristi Iannuzzi, Director of Strategy & Implementation, Data Exchange Unit, Alameda County Care Connect
Todd Landreneau, PhD, CPHQ, CHC, Director, Adult and Older Adult Services, Behavioral Health Services Department, Santa Clara County

Whole Person Care is a California Medi-Cal Waiver experiment to achieve care coordination through information exchange across previously fragmented service agencies. Presenters will briefly describe the history and intent of the initiative, which focuses particularly on serving persons who utilize high cost services across multiple agencies without positive outcomes. The presenters represent several California counties who were awarded special grants from the state to pursue this initiative. They will describe the design of the Whole Person Care pilot within each of their counties and how they are bridging information sharing across multiple agencies to support care coordination. They will also share preliminary findings that address how their pilots are impacting the clients who have serious mental illnesses and/or addictions and who previously used a high level of services without positive results.

How to make access to services easier for vulnerable populations: Bringing online therapeutic services into public sector systems of care

Debbie Innes-Gomberg, PhD, Deputy Director, Los Angeles County
Bradley Cloud, PsyD, Deputy Director of Specialty Clinical Services, Kern County
Alexis Stokes, MHSA Coordinator, Kern County

Online therapy services and supports have become increasingly popular in recent years, offering quick access and a variety of options to people seeking these services. Presenters in this session will describe how online therapeutics are provided throughout the public health system in the UK and Canada. They will introduce an exciting project jointly designed and managed by several counties in California that provides online services to increase access and linkages to care. They will explain several of these services including peer chat, online therapeutics and the use of digital phenotyping technology. They will also review outreach efforts through social media to engage people in use of these services, with a focus on engaging underserved populations who may be apprehensive about beginning clinic-based services or who may for other reasons require additional support to access care.
Break and Exhibit Hall Open .............................................. Grand Ballroom

**3:45 PM – 5:00 PM**

**GENERAL SESSION KEYNOTE** .................................... Sunset Ballroom

**Recent updates to 42CFR.2: Reactions from across the nation and next steps**

Brian Altman, JD, Director, Division of Policy Innovation, Acting Legislative Director, Substance Abuse and Mental Health Services Administration (SAMHSA)

**MODERATOR: Keris Jän Myrick, MBA, MS**, Director, Office of Consumer Affairs, SAMHSA

After a lengthy and thoughtful process conducted by SAMHSA, Rule Revisions were made in early 2017 to the privacy and security regulations for substance use data. The presenter for this session is the federal official who represents the revision and interpretation processes for 42CFR.2 and related privacy regulations. He will overview the revisions made, reactions from the field, and findings from how those revisions are being implemented. He also will discuss further changes being requested and what SAMHSA may do to explore them.

Exhibitor Reception and Exhibit Hall Open ......................... Grand Ballroom

5:00 PM – 6:45 PM
THURSDAY, May 3, 2018

7:30 AM – 3:30 PM  
REGISTRATION .................................................... Sunset Foyer

7:30 AM – 8:15 AM  
CONTINENTAL BREAKFAST AND EXHIBIT HALL OPEN .......... Grand Ballroom

8:30 AM – 9:40 AM  
GENERAL SESSION KEYNOTE .................................. Sunset Ballroom

Expanding the capabilities of information systems to meet the Medicaid Managed Care Final Rule

Kimberly Lewis, Esq, Managing Attorney, Los Angeles, National Health Law Program
Ryan Quist, PhD, Deputy Director, Quality and Research, Riverside County Behavioral Health

The Center for Medicare and Medicaid Services (CMS) released the Medicaid Managed Care Final Rule in 2017. States and counties throughout the country are scrambling to educate themselves about the regulations and build their capacity to meet the extensive data requirements. Presenters will review such requirements as timeliness of first appointment and the infrastructure involved to measure it; network adequacy to assure service capacity across prescribed distances in miles and transportation time standards; and other types of measures for access, engagement, quality and outcomes. Presenters will also explain how county behavioral health systems of care are rising to the challenge of meeting these stricter standards.

9:45 AM – 10:45 AM  
GENERAL SESSION KEYNOTE .................................. Sunset Ballroom

How children's services are evolving into a more organized delivery system: California's Continuum of Care Reform and related initiatives

Sara Rogers, Branch Chief, Continuum of Care Reform Branch, California Department of Social Services
Kim Suderman, LCSW, Consultant, County Behavioral Health Directors Association of California (CBHDA), previously Director of Behavioral Health at Yolo County

Children’s services are particularly reliant upon coordination across multiple systems of care to be effective. California is undergoing a major transformation of its public-sector children’s services into county-based managed systems of care. Presenters for this session will describe how Continuum of Care Reform (CCR) builds upon Pathways to Wellbeing: Katie A. Implementation and other previous initiatives to improve coordination between behavioral health and child welfare, find the right out-of-home placement for youth in foster care, provide needed services and supports for youth, and transition children from congregate care into home-based family care. They will describe how CCR must rely upon electronic information systems to track the qualified certification of treating providers, to process claims, and to report on access- and quality-related results for accountability purposes. CCR participants must also rely upon electronic health information exchange to facilitate service coordination across many systems of care.
THURSDAY, May 3, 2018

10:45 AM – 11:15 AM  BREAK AND EXHIBIT HALL OPEN  ......................... Grand Ballroom

11:15 AM – 12:30 PM  CONCURRENT SESSIONS

Making meaningful the measurement of clients’ perceptions of care within Drug Medi-Cal Organized Delivery Systems (DMC-ODS)  ........... Carlsbad

Judith Martin, MD, Deputy Medical Director, Behavioral Health Services, Medical Director, Substance Use Services, San Francisco Department of Public Health
Harold Baize, PhD, Epidemiologist II/Data Analyst, San Francisco Department of Public Health, Behavioral Health Services
Cheryl Teruya, PhD, Investigator, University of California Los Angeles (UCLA)

Managed mental health systems of care in states and counties throughout the country have been measuring clients’ perceptions of care for many years, frequently using methods that have failed to yield meaningful results. In California’s piloted DMC-ODS, the opportunity has emerged to start anew with different survey instruments and methods of administering them. The presenters in this session will describe the most useful of these instruments and methods, and provide initial feedback regarding their use and value. They will describe how the results can be used by providers and clients who entered the information to improve the quality of care. They will describe how these instruments and methods will be further evaluated and improved.

Disaster preparedness: The roles of people and technologies to ensure safety  ................................................ Sunset Ballroom

Adam Bullian, JD, Xpio Health
Nancy Del Real, Behavioral Health Manager, Information Systems, Imperial County Behavioral Health Services
Cynthia Madrigal, Administrative Analyst I, Information Systems, Imperial County Behavioral Health Services

MODERATOR: Cheri Silveira, PMP, CPHIMS, CHSP, CPHP, Director of Risk Management, Xpio Health

Most agencies develop disaster preparedness plans, but funders are increasingly requiring independent audits to determine how sound the plans are, how prepared the staff are to respond when needed, and what additional planning may be necessary. The presenters in this session will discuss industry standards in dealing with a disaster, including: the best way to marshal staff during a disaster, the role of information and communication technologies to support the disaster effort, and best practices for protecting the agency’s hardware and data in a disaster situation. Examples of industry standard Disaster Recovery Plan templates will be reviewed and a list of actionable next steps provided.
THURSDAY, May 3, 2018

11:15 AM – 12:30 PM

CONCURRENT SESSIONS, CONTINUED

How to make sense of the dizzying proliferation of mobile apps for behavioral health care: An evidence-based approach .............................. Del Mar

Marlene Maheu, PhD, Executive Director, Telebehavioral Health Institute Consultation, Staffing and Credentialing, and President and CEO, Coalition for Technology in Behavioral Science

MODERATOR: Keris Jän Myrick, MBA, MS, Director, Office of Consumer Affairs, SAMHSA

While apps proliferate in our daily lives, behavioral health professionals question how to determine the extent to which an app is evidence-based. The presenters for this session will offer a categorization of behavioral health-related apps and give clear recommendations based on current, published research. They will discuss how apps can optimally be selected, introduced and effectively integrated into treatment plans. They will explain how to evaluate the technical architecture of apps, and how to consider the apps fit with the treatment programs approach to both treatment and recovery. The attendees will also be given current references for additional reading.

The future of Health Information Exchange (HIE) organizations as connectors of client information between behavioral health and other health care agencies............................................... Solana

Lyman Dennis, MBA, PhD, Executive Director, ConnectHealthcare, Past Chair, California Interoperability Committee, California Trusted Exchange Network

HIEs have been emerging throughout more than 25 years, first known as Community Health Information Networks (CHINs), then Regional Health Information Organizations (RHIOs), and now as Health Information Exchanges (HIEs). Presenter for this session will review the history of these important organizations, and forecast the role of HIEs in the evolving health care system. He will explain different business models adopted by HIEs, and evaluate their potential for achieving fiscal sustainability as their federal funding diminishes. He will review the challenges for HIEs of working with behavioral health data, and describe the range of approaches that HIEs use to address the accompanying privacy requirements.
CONCURRENT SESSIONS, CONTINUED

Innovation and improvement through data: Collaborating through external support to manage care and improve outcomes .......................... Cardiff

Rikke Addis, MA, Associate, California Institute for Behavioral Health Solutions (CIBHS)
Pam Hawkins, Senior Associate, California Institute for Behavioral Health Solutions (CIBHS)
Lynn Rumfelt, Staff Services Analyst II, Quality Assurance, Mariposa County

Behavioral health systems of care face increasing requirements to share treatment information across multiple providers, and to measure and improve the quality and outcomes of their services for clients. Many of these care systems, especially small ones, lack the infrastructure to address these information management requirements on their own. In this session, presenters will describe a successful and innovative approach to addressing these challenges through a service arrangement between smaller counties and an organization that provides them with: 1) a flexible web-based data platform that can import data elements and text from multiple sources, 2) a successfully proven case management application to support communication and care coordination among authorized users; and 3) a data analytics reporting process to make real-time outcome data useful for quality improvement. They will also describe how the participating counties and their provider organizations are trained to use interactive dashboards and trend analyses to produce their own customized reports in addition to those produced by the service organization. The presenters will explain how attendees in the session might adapt some of these collaborative and innovative approaches in their own settings.

LUNCH AND EXHIBIT HALL OPEN ................................. Grand Ballroom

CONCURRENT SESSIONS

Using common measures across multiple agencies to track client progress and coordinate care ............................................ Sunset Ballroom

Tim Hougen, PhD, Behavioral Health Senior Program Manager, San Bernardino County Department of Behavioral Health
Mindy Lanum, PhD, Director of Quality, Victor Community Support Services, Inc., Victor Treatment Centers, Inc.

MODERATOR: Kim Suderman, LCSW, Consultant, County Behavioral Health Directors Association of California (CBHDA), previously Director of Behavioral Health at Yolo County

Among the primary challenges of Continuing Care Reform (CCR) for children’s services are the selection of a common language for communicating problems and goals across a diverse set of service agencies. Presenters for this session will explain the process by which common assessment tools were selected. They will describe the diverse state and county agencies responsible for overseeing the implementation of the tools, and their effective use in support of care coordination and of reporting on the access and quality of care for children and their families. They will also report on secondary uses of the data once in the system to address opportunities for quality improvement.
State guidance on federal and state regulations for the privacy and security of behavioral health data

Elaine Scordakis, Assistant Director, California Office of Health Integrity (CalOHII)
Jennifer M.M. Schwartz, JD, Attorney IV, Privacy Officer, California Department of State Hospitals

Federal HIPAA and 42CFR.2 regulations are complex and require technical assistance to implement. The addition to them of state regulations can further add to the implementation challenges. To address the technical assistance needs, the California Office of Health Integrity (CalOHI) developed an extensive State Health Information Guidance (SHIG) document for counties and treatment providers. The first presenter for this session leads the statewide effort that developed this report and ones that may develop in the near future. The presenters will describe the model the developers used for consolidating the various regulations into a usable format, and indicating approaches for dealing with key complex issues. They will discuss the implications for data entry, reporting capabilities, and sharing of results for quality improvement.

Getting the most from your electronic health record system (EHR): How to make clinical workflow easier and treatment more effective

Rachael Clausen, VP of Shared Services, Uplift Family Services
Edith Herrejon, AMFT, Associate Director, Quality Support, Uplift Family Service
Stan Brusa, Business Technology Analyst, County of Monterey, Behavioral Health

M O D E R A T O R : Don Whitney, Information Technology Manager, Tri-City Mental Health Services

Electronic health record systems are expensive and time consuming to first configure, then install, finally implement, and then debug and improve. When the first set of steps is achieved, you are ready to take the next steps in functionality and optimization of your EHR. Presenters in this session will describe how prompts in the EHR can improve compliance with documentation requirements, automate the linkage between program notes and billing, and reduce disallowances. They will explain the importance of working closely with your EHR software vendors at a detailed level to improve workflow automation. The presenters will also describe how additional prompts and workflows in the EHR can improve the quality of care by reducing inappropriate medication dosing, recommending appropriate goals based upon assessment findings, and recommending treatment regimens based upon the treatment goals.
2:00 PM – 3:15 PM  
CONCURRENT SESSIONS, CONTINUED

**Care Coordination within the context of criminal justice reform: Should the same restrictions on data privacy and security still apply?**

Solana Daniel Mistak, JD, General Council, Community Oriented Correctional Health Services (COCHS)

Bruce Copley, MA, Director, Alcohol, Drug and Access Services, Santa Clara Valley Health & Hospital System

**MODERATOR:** Lynn Thull, PhD, Mental Health Policy and Practice Improvement Consultant, California Alliance of Child and Family Services

Historically, health data privacy and security regulations have been more restrictive when applied to the data of persons with mental illnesses and/or addictions. The roots of these restrictions are in a history of stigma and discrimination for persons with these two types of conditions, and particularly for those with addictions to illegal drugs. Presenters for this session will describe how criminal justice reforms are bringing criminal justice personnel into more collaborative relationships with behavioral health professionals, and prompting requests for more client information about mutually held clients. Presenters will list several nuanced situations in which more information shared with such criminal justice entities as Drug Court or Probation may benefit clients—or not. They will discuss the special regulatory problems that arise when sharing information through care management portals. The session will also focus on how this is helpful for the consumer, what portals are, why they are being enrolled and what to expect to make them useful. The presenters will also describe how some states and counties are devising creative ways to share more client information while remaining compliant with HIPAA and 42CFR.2.

**Understanding How Artificial Intelligence (AI) Works and Its Potential Uses for Improving Behavioral Health Care Services**

Carlsbad Darrin Hanna, PhD, Associate Professor of Engineering, Oakland University

**MODERATOR:** Kristin Walker, CEO, everythingEHR and Mental Health News Radio

He will provide an introduction to AI technologies and how they differ from basic algorithms and several other decision support technologies. Many industries are experiencing the growing use and impact of Artificial Intelligence (AI) on its products and services, healthcare included. The presenter is a visionary innovator, teacher and research expert in AI and its uses for behavioral healthcare. He will explain how AI can be used to assist in smart treatment planning, prescribing medications, and adapting treatment plans during care to the client’s changing responses.

3:15 PM – 3:30 PM  
BREAK
THURSDAY, May 3, 2018

3:30 PM  CLOSING GENERAL SESSION .......................... Sunset Ballroom

Public health and privacy concerns collide in the opioid crisis

Jeff Livesay, BS Engineering, Senior Executive Vice President, Michigan Health Information Network Shared Services (MiHIN)

Shreya Patel, Policy Analyst and Public Relations Coordinator, Michigan Health Information Network Shared Services (MiHIN)

The increasing and tragic dimensions of the opioid crisis throughout the country have led to new national, state and local initiatives focusing on prevention and treatment. These initiatives include the federal 21st Century Cures Act, the Senate Bill “Jessie’s Law”, and others. The presenter for this session will describe the kinds of increased data sharing across pharmacies, insurers and prescribers to prevent prescription drug abuse and to encourage improved coordination among treating providers. He will review how Health Information Networks and such data analytic techniques as predictive modeling might change how data is protected and shared in the interest of addressing this crisis. He will also discuss the emerging ethical dilemmas created by these new possibilities.

4:30 PM  CONFERENCE ADJOURNS
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FEI Systems is a leading provider of e-health solutions in the behavioral health market, supporting California’s counties in CalOMS data collection, PEI, & Drug Medi-Cal billing. FEI offers solutions to support California’s 1115 Waiver including certified ASAM Assessments, a Countywide Waitlist to manage timely access to care, and all required reporting data. Other solutions include an industry leading EHR and the Consent2Share application, which allows data sharing through an HIE.

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http://psynergy.org/
Booth # 103
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