

18th Annual Behavioral Health Conference



IMPERIAL COUNTY BEHAVIORAL HEALTH SERVICES (ICBHS)

PRESENTED BY

FAROOQ AHMAD

**TELEMEDICINE AND HEALTH INFORMATION
EXCHANGE CONSULTANT**

Imperial County – Introduction

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- Location
- Demographic Facts
- Education Statistics
- Ethnicity Data



IMPERIAL COUNTY BEHAVIORAL HEALTH SERVICES (ICBHS) – Introduction

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- ICBHS provides Mental Health Services to entire population
- Divisions
 - Crisis and Assessment Center
 - Child and Adolescent
 - Young and Youth Adults
 - Adults and older population
- Total number of clients: 7,683 (FY 16-17)
- Total physicians (full-time and part-time): 11
 - Client load per physician: approximately 450
- Total nurses: 19
 - Client load per nurse: approximately 220

Telemedicine - Technology

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➤ Technology

- 9 Telemedicine Carts stationed at separate clinics
- All carts equipped with EHR software and HIPAA compliant network connectivity
- All Physicians' computers equipped with video conference hardware

➤ Technical Support

- Two in-house System Information experts (Primary)
- Information Technology experts (Secondary)



Telemedicine – Utilization

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➤ **Connectivity**



- Among different clinics at ICBHS
- With area hospitals and other organizations

➤ **Usage**

- Physician client video session from remote clinics
- Connection between area hospitals and ICBHS experts for consultation and medication
- Consultation with medical staff of In-patient facility and ICBHS staff for recommendation and transportation to the in-patient facility.

ICBHS – Electronic Health Records Database

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- ICBHS uses cloud based Electronic Health Record software: myAvatar by Netsmart
- Core features and components
 - Clinical
 - Financial
 - Operational
- Pros and Cons of myAvatar
 -  Tailored towards needs of Mental Health Services
 -  Provides wide variety of customization options for end user application
 -  Expensive
 -  Large data files can take long time for initial loading

ICBHS Electronic Records

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➤ Conversion of existing records to electronic format

➤ Document Types

01.Client Information

02.Assessments

03.Progress Notes

04.Medical Information

05.Treatment Plan

06.Authorizations and Releases

07.Financial Information

08.Outcome Measurement Tools

09.MHSA Forms

10.Crisis and Referral Desk Related

11.Hospitalizations

12.Restricted Information

13.Legal Documents

14.Miscellaneous

Details of all forms listed in each category are available in the following document

[ICBHS – Mental Health Scan Document Types](#)

ICBHS – Health Information Exchange (HIE)

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- **myAvatar provides two sets of interconnectivity solutions**
 - **DIRECT mailboxes**
 - **One-to-One connection between ICBHS and other organization**
 - **Avatar CareConnect**
 - ✦ **Electronic Copy of Health Information (Client)**
 - ✦ **Clinical Summaries of Office Visit (Client)**
 - ✦ **Exchange Clinical Information (Other Providers)**
 - ✦ **Immunization Reporting**
 - ✦ **Public Health Surveillance Reporting**
 - ✦ **Clinical Quality Measures**
 - ✦ **Meaningful Use Measures**

Financial Funding Opportunities and Sources

- California Health Facilities Financial Authority (CHFFA) www.treasurer.ca.gov/chffa/
- U. S. Department of Agriculture – Rural Development <https://www.rd.usda.gov/programs-services/distance-learning-telemedicine-grants> Important dates
 - Information Webinar (April 25, 2018 10:00 AM – 11:30 AM EDT)
 - Application Deadline: June 4, 2018
- Mental Health Services Oversight and Accountability Commission (MHSOAC) www.mhsoac.ca.gov
- California Health and Wellness <https://www.cahealthwellness.com/>
- Molina Healthcare www.molinahealthcare.com/

Imperial County Local Health Authority Commission

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- **ICBHS is a Member of Local Health Authority Commission**
 - Roadmap to deal with the Health issues of the County
 - Participation of all local health organizations
 - SUD and Drug Medi-Cal
- **Opioid Prescription Drug Abuse**
 - Imperial County Opioid Safety Network