California Institute for Behavioral Health Solutions

As the Rest of the Nation Watches: The Roles and Challenges of Information Technology in Supporting Implementation of California’s 1115 Drug MediCal Waiver

The National Behavioral Health Information Management Conference
April 27th, 2016
Michael Hutchinson
michael.hutchinson@hhs.sccgov.org
Implementing the 1115 Waiver in Santa Clara County
OUTLINE for TODAY

• SCC ODS – then, now, waiver
• HHS MOU - Integrated Information Sharing
• Gateway Call Center
• Data Infrastructure
• Data Metrics

note: too much material - all the material referenced is in docs that are numbered and attached. ask questions because you have all of it.
ATTACHMENTS
(example)

Numbered attachment that references the titled topic

Attachments Read:
CIBHS Attachment # xx\(_{(A, B, C)}\) Title......
SCC SUTS
Santa Clara County Substance Use Treatment Services

Organized Delivery System for 20 years
- Centralized Access 1-800 GATEWAY Call Center
- Continuum of Care
- ASAM Levels of Care and Assessment
- QI department with 8 QI Coordinators and 6 data staff
- System of county and contract service providers linked by a common MIS

A Managed System of Care
SCC SUTS - waiver

Organized Delivery System for 1115 Waiver

- Centralized Access - Integrated BxHealth
- Continuum of Care – additional ASAM LOC
- ASAM Levels of Care and Assessment – authorization and justification for Tx @ LOC
- QI department : increased MCP QI activities
  increased Utilization Management activities
  increased authorization and care coordination
SCC SUTS - waiver

Organized Delivery System for 1115 Waiver

– Data Staff: increased Analytic and Business Intelligence activities:
  “Make the system make sense”

– System of county and contract service providers each having their own different EHR but must be linked by a common MIS

A Managed Care Plan
SCC – INTEGRATED CARE

SCC Health and Hospital System
Information Exchange MOU
Established Feb. 2013

Covers: Mental Health, Drug and Alcohol, Valley Medical Center (inpatient and ambulatory health care), Custody Health, Public Health, and the county Valley Health Plan
Attachment #1: SCVHHS Departments Business Associates Agreement

Attachment #2: SCVHHS P&P HHS #585.05
585.05: Notice of Privacy Practices Policy - 585.05 #1: Notice of Privacy Practices
Centralized Access
GATEWAY CALL CENTER

CONSENT: verbal. Do you authorize us to contact our providers to refer you for assessment/treatment?

STAFFED: “Medical Clerks”
Monday thru Friday
Business hours

Waiver – 24 hr. phone on-call with MH Call Center
Centralized Access
GATEWAY CALL CENTER


FUNCTION: differential referral between Residential and OP

CALL METRICS: 5 min per call Gateway 8-12 min. for BH Integrated Call Center

IT SYSTEM: CISCO FINESSE
### Centralized Access

Gateway Phone Metrics

#### DADS Agents Performance

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Sign On</th>
<th>Logon Duration</th>
<th>Calls Processed</th>
<th>Calls Handled</th>
<th>Avg Talking</th>
<th>Total Talking</th>
<th>Total Ready</th>
<th>Total Not Ready</th>
<th>Avg Ready</th>
<th>Avg Not Ready</th>
<th>Max Talking</th>
<th>Max Ready</th>
<th>Max Not Ready</th>
</tr>
</thead>
<tbody>
<tr>
<td>Neil Parillo</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Corona Powers</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Martina Moya</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Cherie Sanjuan</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mia Avila</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Debbie Silva</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Linda Lines</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Haelah Garcia</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Collene Cabezas</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Ashley Carrión</td>
<td>4/15/16 7:36:14 AM</td>
<td>0:24:54</td>
<td>2</td>
<td>2</td>
<td>0.00</td>
<td>0.02</td>
<td>0.02</td>
<td>0.02</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

#### DADS Queues Performance

<table>
<thead>
<tr>
<th>Queue Name</th>
<th>Calls Waiting</th>
<th>Offered</th>
<th>Answered</th>
<th>Abandon</th>
<th>Transferred Out</th>
<th>System Error</th>
<th>Other</th>
<th>ASAS</th>
<th>SL5</th>
<th>Avg Absorp</th>
<th>SL Today</th>
<th>SL Abandon Today</th>
<th>Longest Queued</th>
</tr>
</thead>
<tbody>
<tr>
<td>DADS In Custody - English</td>
<td>0</td>
<td>16</td>
<td>15</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS In Custody - Spanish</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Out Of Custody - English</td>
<td>0</td>
<td>51</td>
<td>49</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Out Of Custody - Spanish</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Out Of Custody - Mandarin</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Out Of Custody - Tagalog</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Out Of Custody - Cantonese</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Elevated - English</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Elevated - Spanish</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DADS Elevated - Tagalog</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

---

*fppt.com*
Centralized Access

Attachment #3A: “DADS Referral for Services” (DRS) form

Attachment #3B: DRAFT State and Federal Access Guidelines DRAFT P&P.

Attachment #3C: DRAFT P&P Priority Referral and Access DRAFT (credit: Kaiser)
20 years ago – paper charts
Standard System Forms – all providers
10 years ago – EHR “profiler” never fully implemented but all providers use
Currently – all providers have their own EHR and still enter service data, demographic, CalOMS, some remaining performance data into profiler.

DOUBLE DATA ENTRY
Information Technology
Data Metrics

- Contract Performance Measures
- QI Metrics
- Level of Care – ASAM
- Utilization
- Financial
IT Data Metrics
System Performance

Contract Performance Measures

Modality Specific PMs
  service contract
• Contract Performance Measures

Attachment: #4 Exhibit A-3, Adult Performance Measures
IT Data Metrics
System Quality

QI Waiver Metrics

Operational

QI Specs

ASAM+Action Steps%

Clinician (TOOL)

Client (TOOL)

TEA

Customer Service (TOOL)
Attachments
System Quality

- QI Outcomes - Operational

Attachment: #5 SCC SUTS DMC - ODS Waiver: QI Plan Specifications
Attachments
System Quality

QI Outcomes-Clinical: Clinician Tool
Attachment #6 - SCVHHS Continuum of Care Referral Summary P&P 205
Attachment #7 – Dept. of Alcohol and Drug Services Level of Care Assessment ASAM
Attachment #8A – ASAM w/Severity Ratings
Attachment #8B,C – ASAM Severity Ratings Training doc
Attachment #9 – Outcome Measurement Proposal – modified COC + Action Steps %
Attachments
System Quality

• QI Outcomes – Clinical – Client Tool
  Attachment #10 – TEA article
  Attachment #11 – TEA score sheet

• QI Outcomes – Customer Service Tool
  Attachment #16 – DRAFT Tool (formtran format)
IT Data Metrics
Level of Care - ASAM

Level of Care - ASAM

INTAKE (TOOL)
COC - modified

Placement
Operations
IT Data Metrics
Level of Care - ASAM

- Level of Care – ASAM

Attachment #6 - SCVHHS Continuum of Care Referral Summary P&P 205

Attachment #7 – Dept. of Alcohol and Drug Services Level of Care Assessment ASAM

Attachment #8 – ASAM w/Severity Ratings
IT Data Metrics

Utilization Management

Utilization

- Authorizations (TOOL)
  - COC modified
- Capacity Management
- Regulatory
  - COC modified
- Care Coordination (TOOL)
  - TBD
IT Data Metrics
Utilization Management

Utilization

Care Coordination (TOOL)
Managed Care Software

Define
Track
Report
QIC time and outcome

Provider Relations
Grievance
Pop. Based programs
Authorizations
Extensions-ReAuths
LOC Decisions
Customer Service
ILOC
Troubleshooting
<table>
<thead>
<tr>
<th>Attachments</th>
<th>Utilization Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachment #12:</td>
<td>Authorization tool</td>
</tr>
<tr>
<td>Attachment #13:</td>
<td>Authorization for Residential Extension of Tx</td>
</tr>
<tr>
<td>Attachment #14:</td>
<td>UM specs for COC and Auth forms</td>
</tr>
<tr>
<td>Attachment #15A,B:</td>
<td>Managed Care Software Requirement Specifications</td>
</tr>
</tbody>
</table>
IT Data Metrics
Bend the Cost Curve

Financial

Cost Reporting
- Reimbursement%
- Disallowance %

Productivity

Program Cost Metrics
- Network Capacity
- Tx Cost
- Unit Cost
- Episode Cost
- Pop. based Tx Services
QUESTIONS ?????