



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

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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





Attachments

INTEGRATED CARE

**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

TRIAGE: Referral for Services
Screening tool. Not an assessment.

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

Agent Name	Extension	Phone Number	Start Time	End Time	Status	Duration	Notes
Castillo - In Custody	Gloria	63590	4/14/16 8:15:32 AM	04:34:30	Not Ready	00:23:38	Lunch
Fambro	Chanille	63593	4/14/16 8:15:16 AM	04:34:46	Ready	00:15:08	0
Garcia	Rebekah	68413	4/14/16 9:01:42 AM	03:48:20	Not Ready	00:06:52	Admin Regular Shift
Lines	Linda	68412	4/14/16 7:50:40 AM	04:59:22	Not Ready	00:23:34	Lunch
Moya	Marlina	63592	4/14/16 8:04:12 AM	04:45:50	Not Ready	00:32:30	Lunch
Panlillo	Noel	63587	4/14/16 7:46:42 AM	05:03:20	Not Ready	05:03:18	Admin Regular Shift
Powers	Corena	63589	4/14/16 9:44:22 AM	03:05:40	Talking	00:07:12	0 DADS English In
Silva - In Custody	Debbie	63597	4/14/16 9:21:48 AM	03:28:14	Not Ready	00:01:46	Personal

DADS Agents Performance

4/14/16 12:46:22 PM PDT (11 Records)

Agent Name	Sign On	Logon Duration	Calls Presented	Calls Handled	Avg Talking	Total Talking	Total Ready	Total Not Ready	Avg Ready	Avg Not Ready	Max Talking	Max Ready	Max Not Ready
Noel Panlillo	4/14/16 7:46:39 AM	04:43:20	0	0	00:00:00	00:00:00	00:00:00	04:43:20	00:00:00	00:28:20	00:00:00	00:00:00	00:30:00
Corena Powers	4/14/16 9:44:19 AM	02:45:41	0	0	00:00:00	00:00:00	00:00:00	02:45:41	00:00:00	00:27:36	00:00:00	00:00:00	00:30:00
Marlina Moya	4/14/16 8:04:10 AM	04:25:50	9	9	00:10:05	01:30:45	02:13:14	00:36:08	00:14:48	00:04:00	00:29:08	00:30:00	00:18:28
Chanille Fambro	4/14/16 8:15:15 AM	04:14:44	8	7	00:05:51	00:41:02	02:18:05	01:08:40	00:15:20	00:07:37	00:13:05	00:30:00	00:26:03
Lia Avila	4/14/16 8:02:10 AM	04:27:49	15	14	00:03:08	00:44:01	03:08:18	00:33:26	00:20:55	00:03:42	00:10:40	00:30:00	00:17:18
Debbie Silva	4/14/16 8:03:19 AM	01:18:19	4	4	00:05:49	00:23:18	00:53:58	00:00:13	00:17:59	00:00:04	00:15:06	00:23:34	00:00:11
Linda Lines	4/14/16 7:50:38 AM	04:39:22	0	0	00:00:00	00:00:00	00:00:00	04:39:22	00:00:00	00:27:56	00:00:00	00:00:00	00:30:00
Rebekah Garcia	4/14/16 9:01:40 AM	03:28:20	0	0	00:00:00	00:00:00	00:00:00	03:28:20	00:00:00	00:29:45	00:00:00	00:00:00	00:30:00
Colina Cabarloc-Zavala	4/14/16 7:58:20 AM	04:31:39	11	11	00:04:45	00:52:19	01:55:50	01:29:40	00:11:35	00:08:58	00:24:22	00:27:00	00:27:26
Gloria Castillo - In Custody	4/14/16 8:15:32 AM	04:14:30	4	4	00:06:07	00:20:09	02:16:01	01:16:06	00:15:00	00:10:47	00:14:06	00:26:40	00:30:00

DADS Queues Performance

4/14/16 12:50:06 PM PDT (15 Records)

Queue Name	Calls Waiting	Call Statistics							ASA5	SL5	Avg Aban5	SL Today	SL Calls Today	SL Abandon Today	Longest Queued
		Offered	Answered	Abandon	Transferred Out	System Error	other								
DADS In Custody - English	0	15	15	0	0	0	0	00:00:00	0.00%	00:00:00	100.00%	15	0	00:00:00	
DADS In Custody - Spanish	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS In Custody - Vietnamese	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS Out Of Custody - English	0	51	49	2	0	0	0	00:00:00	0.00%	00:00:00	93.88%	46	2	00:00:00	
DADS Out Of Custody - Spanish	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS Out Of Custody - Tagalog	0	1	1	0	0	0	0	00:00:00	0.00%	00:00:00	100.00%	1	0	00:00:00	
DADS Out Of Custody - Vietnamese	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS Out Of Custody - Mandarin	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS Out Of Custody - Cantonese	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS Elevated - English	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS Elevated - Spanish	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	
DADS Elevated - Tagalog	0	0	0	0	0	0	0	00:00:00	0.00%	00:00:00	0.00%	0	0	00:00:00	



ATTACHMENTS

Centralized Access - Gateway

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)

DATA INFRASTRUCTURE

20 years ago – paper charts

Standard System Forms – all providers

10 years ago – EHR “profiler” never fully implemented but all providers use

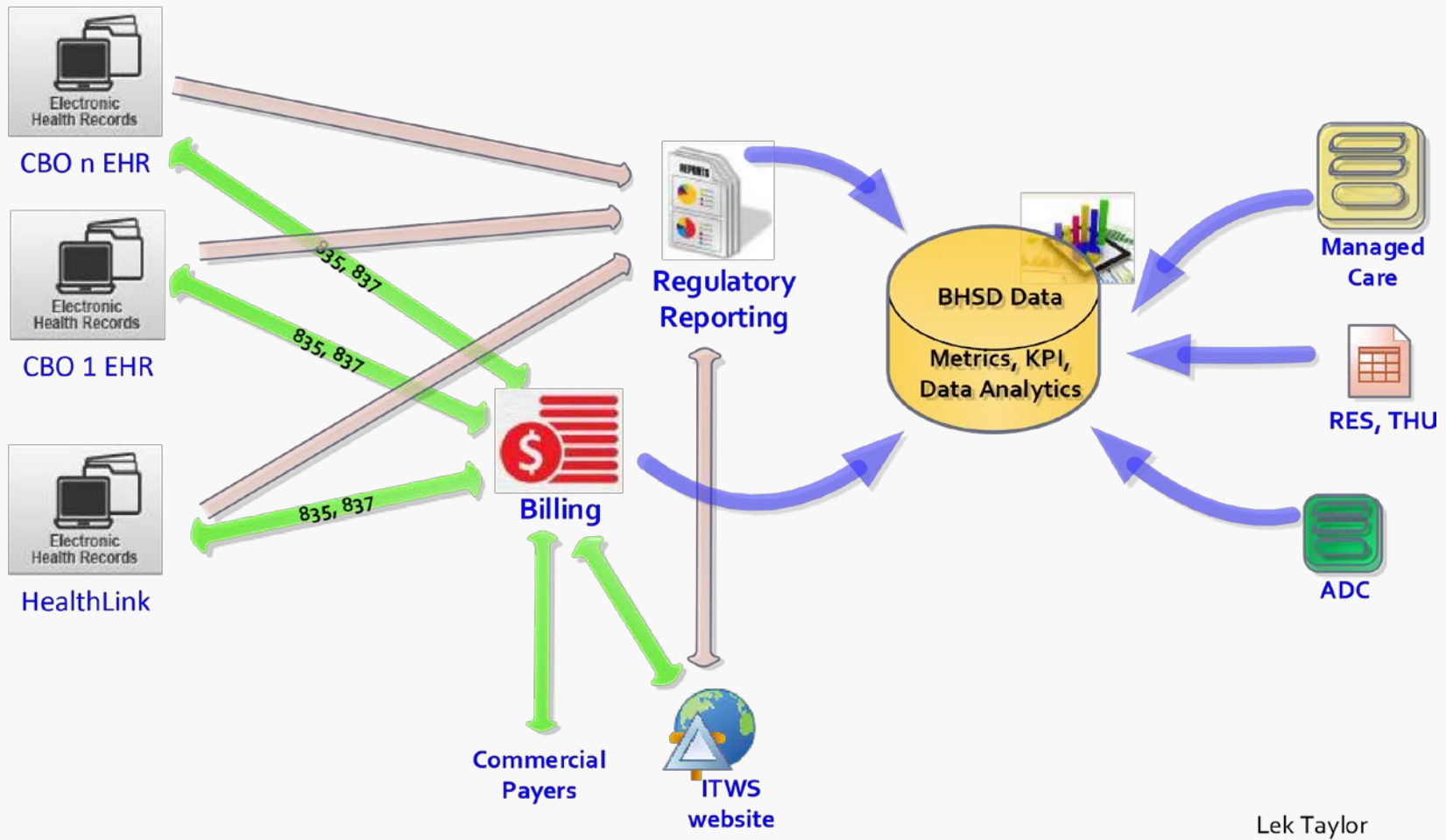
Currently – all providers have their own EHR and still enter service data, demographic, CalOMS, some remaining performance data into profiler.



DOUBLE DATA ENTRY



DATA INFRASTRUCTURE



Lek Taylor
4/8/16

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



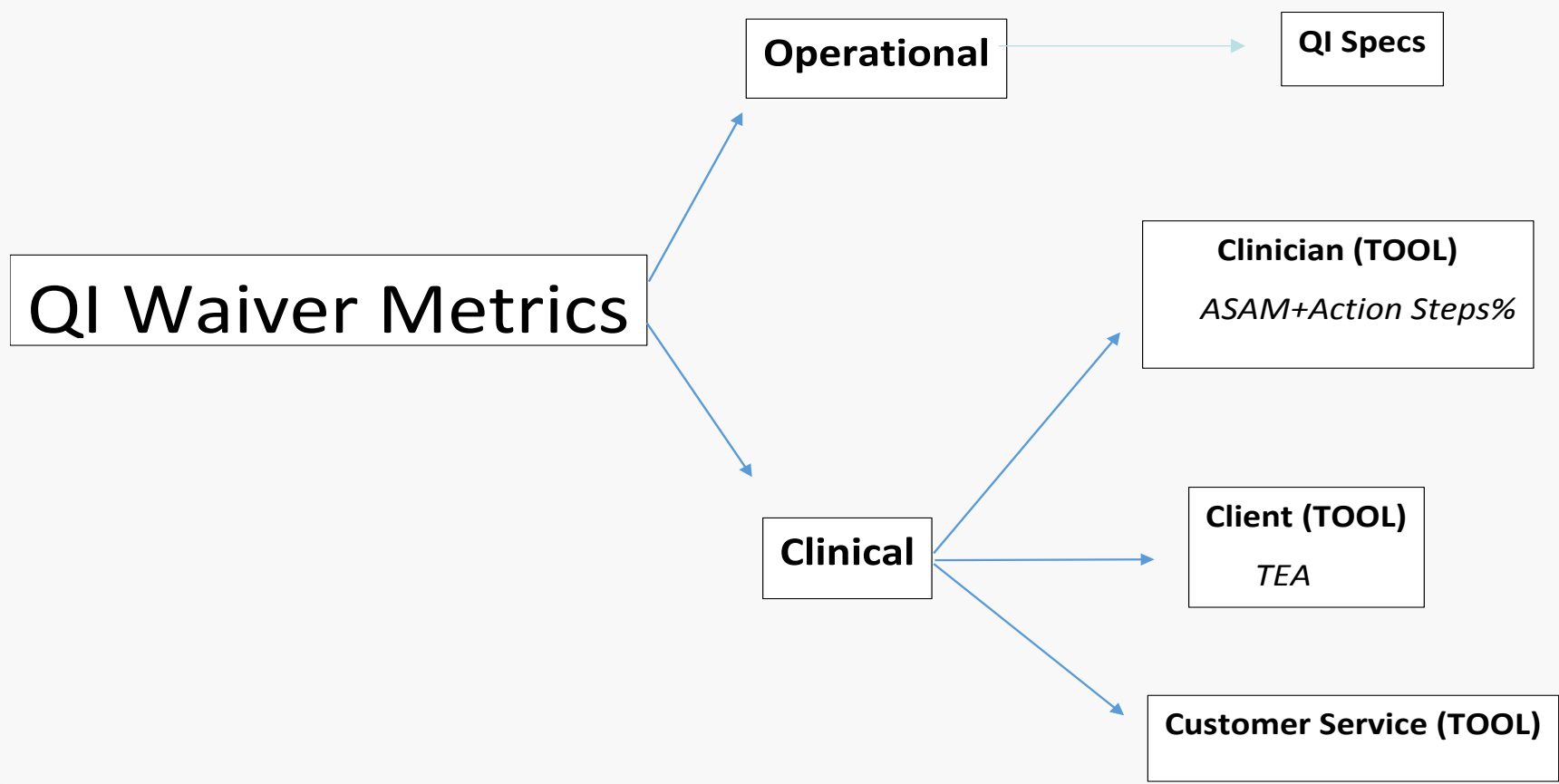
Attachments

System Performance

- **Contract Performance Measures**
Attachment:#4 Exhibit A-3, Adult Performance Measures



IT Data Metrics System Quality





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

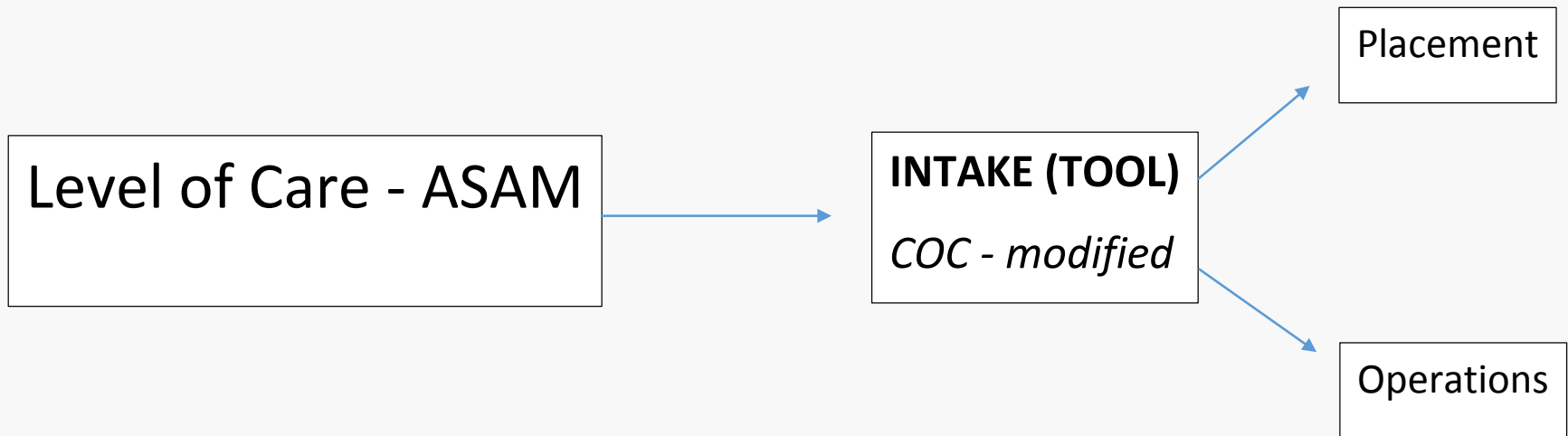
- **QI Outcomes – Customer Service Tool**

**Attachment #16 – DRAFT Tool (formtran
format)**



IT Data Metrics

Level of Care - ASAM





IT Data Metrics

Level of Care - ASAM

- **Level of Care – ASAM**

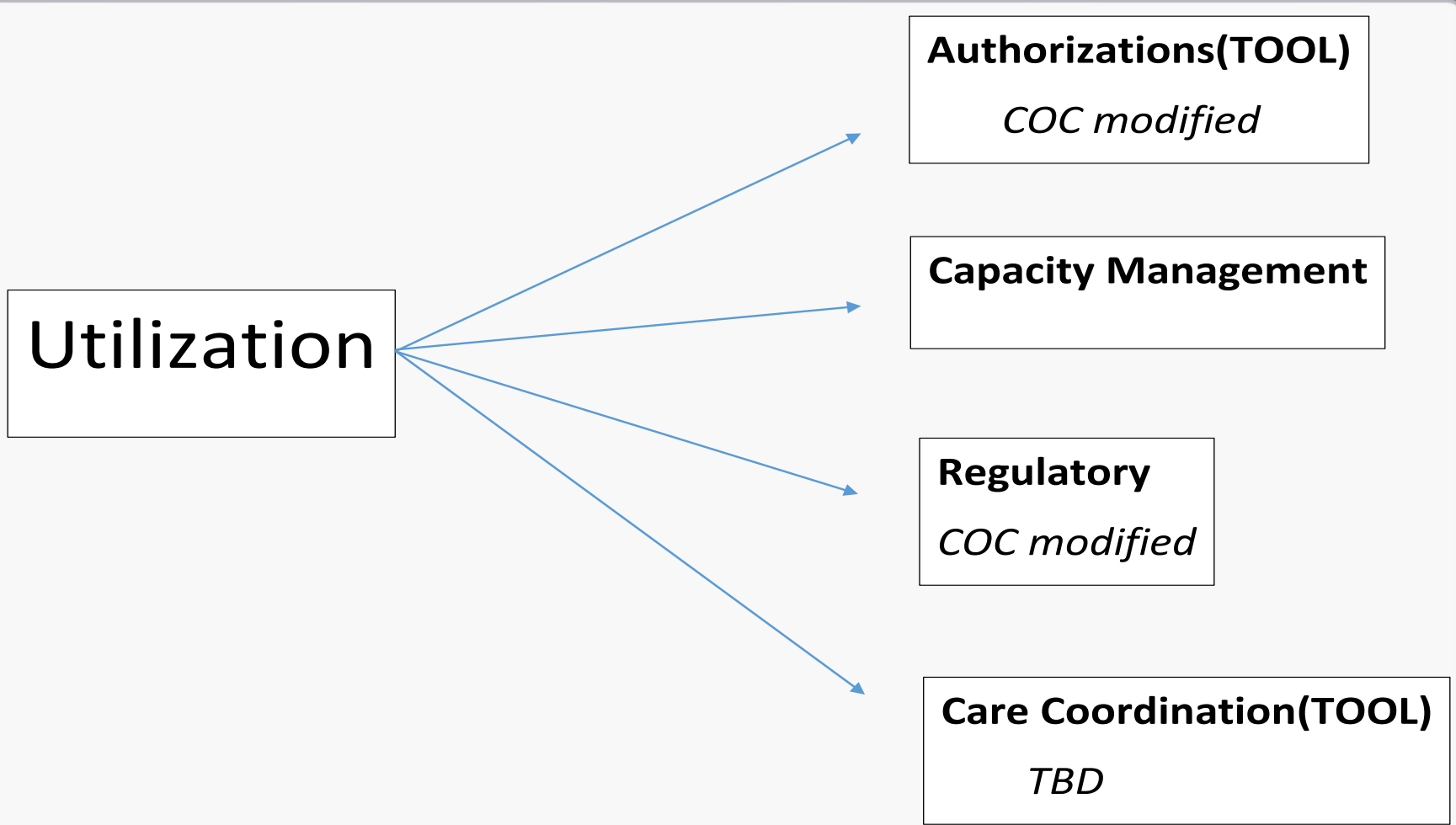
Attachment #6 - SCVHHS Continuum of Care Referral Summary P&P 205

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

Attachment #8 – ASAM w/Severity Ratings



IT Data Metrics Utilization Management

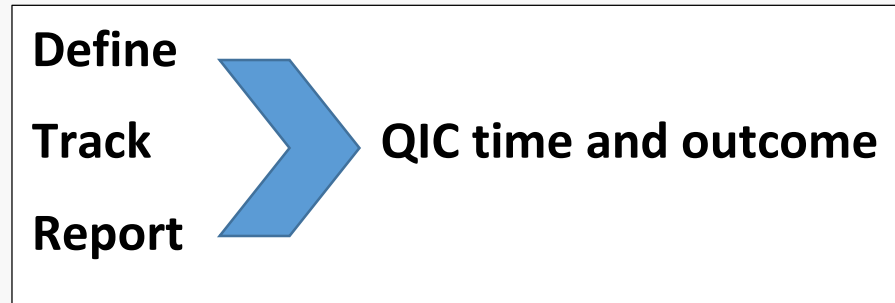




IT Data Metrics Utilization Management

Utilization

Care Coordination(TOOL)
Managed Care Software



Provider Relations

Grievance

Pop. Based programs

Authorizations

Extensions-ReAuths

LOC Decisions

Customer Service

ILOC

Troubleshooting



Attachments

Utilization Management

- **Utilization Management**

Attachment #12: Authorization tool

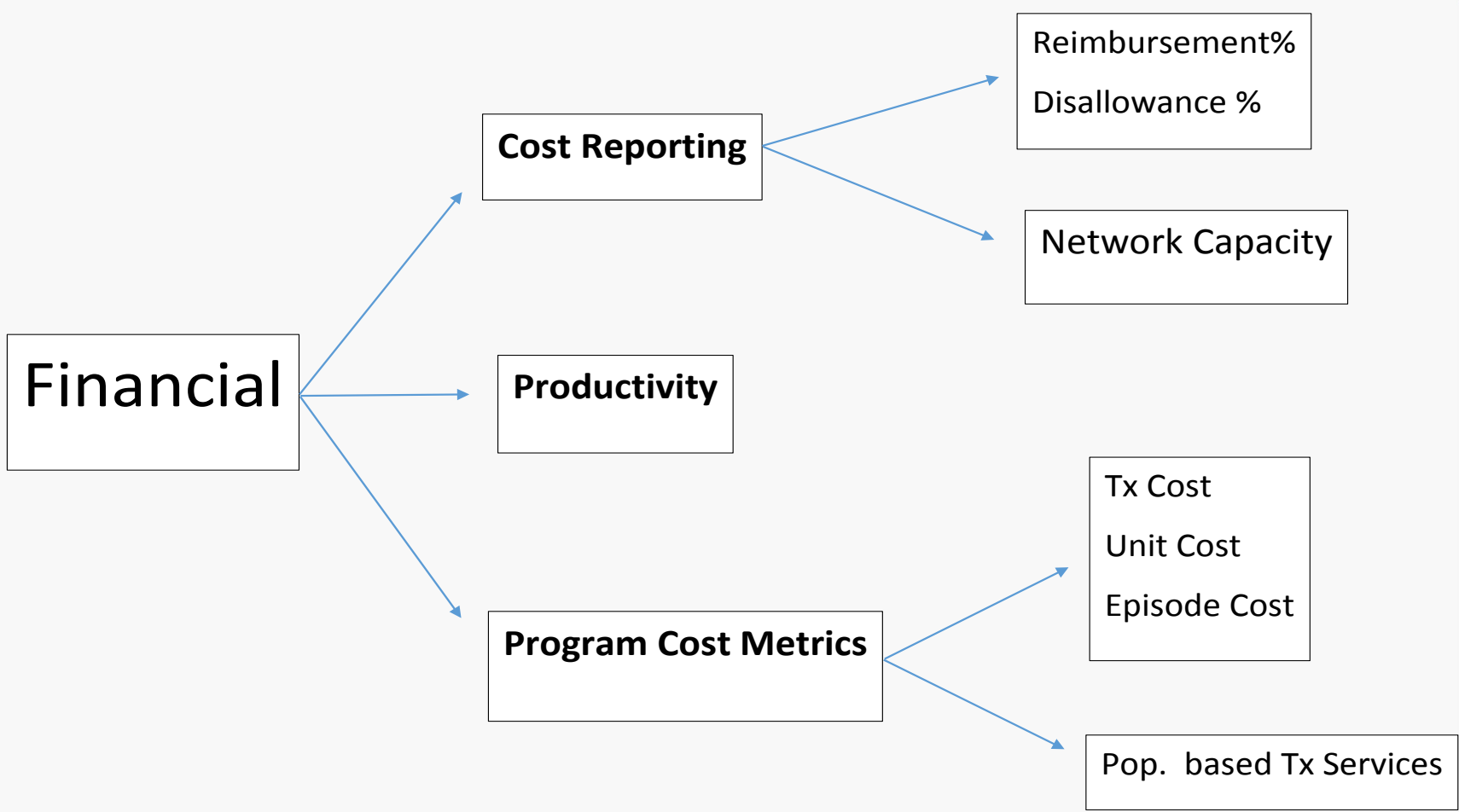
**Attachment #13: Authorization for
Residential Extension of Tx**

**Attachment #14: UM specs for COC and
Auth forms**

**Attachment #15A,B: Managed Care
Software Requirement Specifications**



IT Data Metrics Bend the Cost Curve



QUESTIONS ??????

