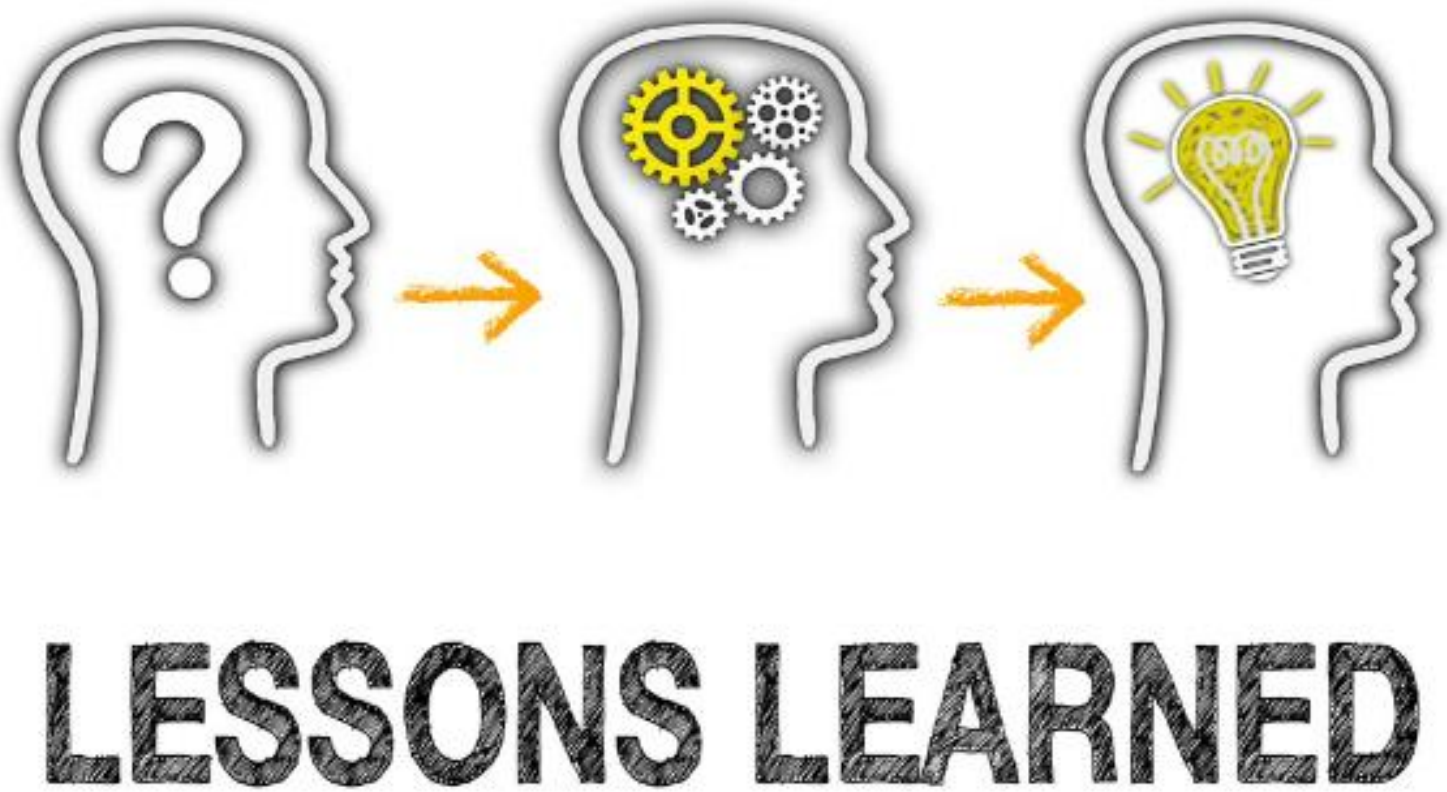
Leveraging Technology to Accelerate Innovation: Lessons Learned From the CCBHC Model



The Panel

Charlie Grantham

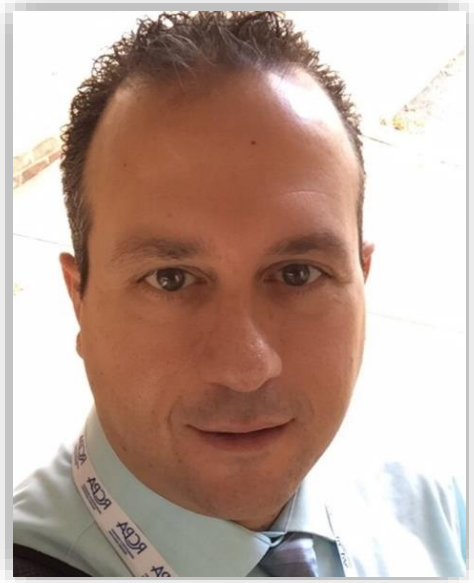
IT and Process Optimization Consultant

MTM Services
charlie.grantham@mtmservices.org
www.mtmservices.org

Chris Axford

Chief Executive Officer

Berks Counseling Center
caxford@berkscc.org
https://berkscounselingcenter.org/



John Heim

Technology Specialist – EHR Systems

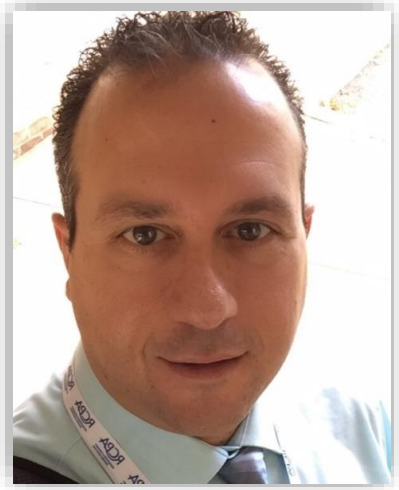
Berks Counseling Center
JHeim@berkscc.org
https://berkscounselingcenter.org/

Larry Smith

Chief Operating Officer

Grand Lake Mental Health Center
LarryS@GLMHC.net
https://www.glmhc.net/

BCC
Berks Counseling Center
A Certified Community Behavioral Health Clinic



- Chris Axford, CEO
- John Heim, Technology Specialist: EHR Systems

Embedding IT Within a Team Based Model of Care

Leadership Team

Program Teams

Direct Service Teams/Huddles

Bridging the Gap

Finance

Clinical

Technology

Continuous Quality Improvement

Questions to Ask

- What do we want to achieve?
- What is our current process?
- What clinical changes need to occur?
- How will our technology support this?

Stretch Your Skillsets

Technology

Quality of Care

Billing

Clinical Directors

Innovation

Data Reporting

Who on your team, in any area, has the skills/abilities/interest, to serve as a mentor to the organization? Look at cross-training opportunities.

Pathway to Success

- Get executive buy-in and involve the experts
- Create definitive Clinical Workflows
- Create a solid data plan
- Make the necessary changes to the system
- Create a Training Plan
- Test the system
- Implement changes and support the staff
- Report on the data: use the data plan; use the data to help make decisions

Pathway to Success (cont'd)

- Monitor your data through CQI (prevent garbage in/garbage out)
- Communicate with your key players in ways they can understand
- Review your processes and make adjustments as necessary

Staff and Process Goals

- Involve people who are invested in your mission
  - Physicians/Prescribers, DCOs
- Create a supportive environment and cultivate the staff
  - Supporting technology conferences for IT and non-IT staff
- Focus on the ultimate goals --- care and outcomes
- Elevate CQI to empower them and allow them to make recommendations
- Constantly question IT so they provide appropriate opportunities and feedback

The Multidisciplinary Approach in Practice

The Challenge of the Clinical Quality Outcome Measures: BCC's Data Reporting Subcommittee

Chief Operating Officer (as needed)
CQI Director
EHR Director
Data Evaluator
Clinical Care Coordinators
Billing Manager (as needed)
Clinical Directors (as needed)

Clinical Quality Measures Data Plan

- Measure definition
- Data collection: who is responsible for data entry, how will it be stored, how will the data be reported?
- Data integrity: how will the data be monitored, who will hold staff accountable?
- Data reporting: where is the data, what manipulations/calculations need to occur?
  - Use of advanced reporting tools (BI)

Potential Pitfalls and Recommendations

- Be careful about changing your system after you begin collecting data!!!

- If changes are necessary, update your data plan

- Ask the experts! CQMs are complex and require clinical knowledge, billing expertise, and logical thought processes
- Monitor your data to ensure successful reporting
- Projects such as the CCBHC reporting and EHR implementation require a lot of time and resources --- get buy-in from Executive Staff and be prepared for this investment

Hopes for Our Future

- Create dashboards so all levels can review relevant outcomes
- Use the information collected to make sound decisions
- Figure out the costs associated with the outcomes
- Continually improve the technology and workflows to help providers give consumers more efficient care

Grand Lake Mental Health Center

Larry Smith, CPRSS
Grand Lake Mental Health Center
Chief Operating Officer
LarryS@GLMHC.net

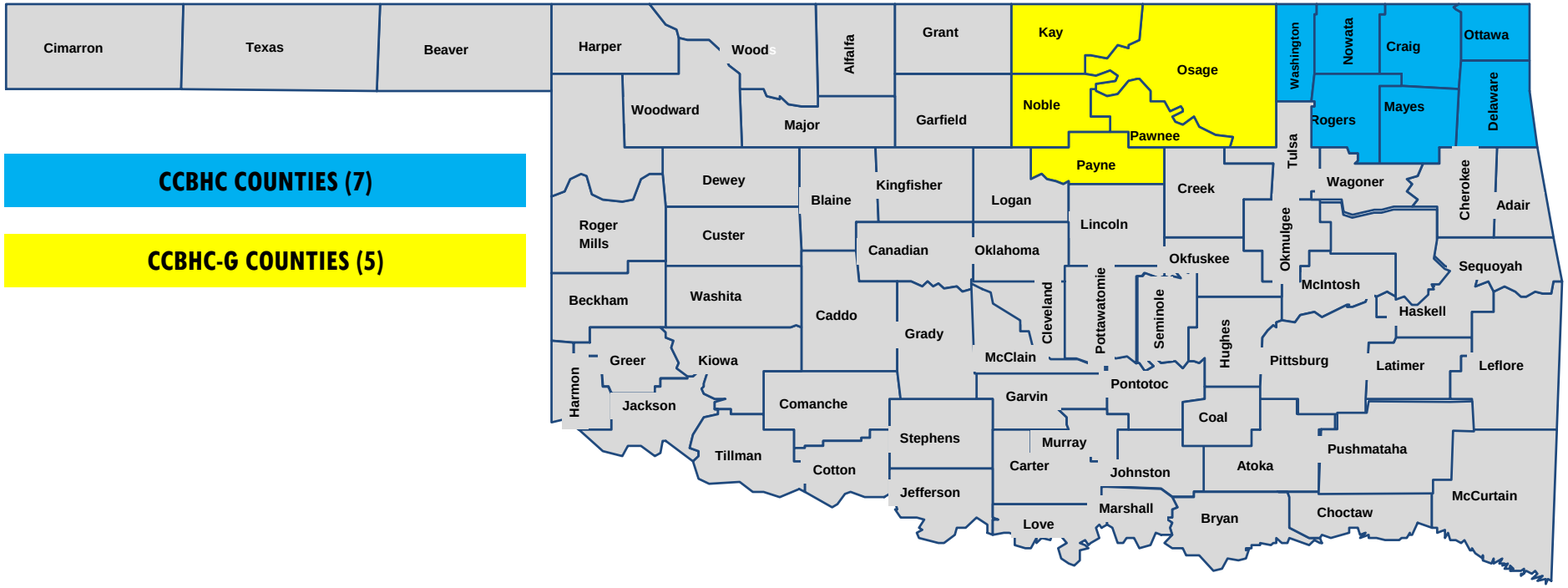
"Brighter Tomorrows"
GLMHC
www.glmhc.net

Whether you think you can
or think you can't

You're Right

Henry Ford

GLMHC LOCATIONS



Access is the Key To Success

Police Interaction before First Responder

Police have to drive the individual in crisis to the nearest ER

And wait…
And wait…

Where they wait…

Police Interaction With First Responder

First Responder allows Peace Officers to have immediate access to:

- Psychiatric Nurse Practitioner Specialist

Intensive Outpatient Psychiatric Urgent Care

Savings to Police Officers

81 days of non stop driving

(instead of being on the streets protecting our communities)

124,091 miles saved

(the equivalent of 5 trips around the world)

$110,000

Client Dash Board

002227 AUDIT Needed iPad: ICBARN004 08/21/2017

08/03/1966 **M**
Height: 5ft 1in

Lab Grade: B+

Cardiometabolic Syndrome Measurements

Lab Description	First Tested	Last Tested	First Result	Last Result	Avg. Result	Trend	Normal Range	Grade	GPA
Body Mass Index	03/23/2017	07/13/2017	21.99	22.07	22.12	Stable	18.5-25	A-	3.75
Cholesterol in HDL	10/14/2015	01/09/2017	62.00	67.00	58.00	Increasing	>40	A	4.00
Cholesterol in LDL	10/14/2015	01/09/2017	117.00	130.00	135.75	Increasing	0-129	B	3.00
Glucose	10/14/2015	10/17/2016	99.00	111.00	105.00	Increasing	65-130	A	4.00
Hemoglobin A1C	10/14/2015	10/17/2016	5.50	5.70	5.60	Increasing	4.8-5.6	A	4.00
Mean Arterial Pressure	03/23/2017	07/13/2017	99.30	101.30	102.72	Stable	70-110	B-	2.75
Triglyceride	10/14/2015	01/09/2017	279.00	105.00	178.50	Decreasing	0-149	B	3.00

Smoking Status: Current Daily Smoker

Crisis Grade: A+

Active Diagnoses

Diagnosis	Description
F25.0	Schizoaffective Disorder - Bipolar type
F10.20	Alcohol Use Disorder - Severe
F43.10	Posttraumatic Stress Disorder
E78.2	HYPERLIPIDEMIA

Crisis History

Date	Type	Location	Total Days
	None	None	0

PHQ9 History

PHQ9 Date	Result	Q9
07/26/2017	24.00	0
03/22/2017	27.00	3
09/14/2016	27.00	3

Adherence Grade: A+

Active Medications

Medication	Last Pick Up	Therapy Days	NC Days	Related To
INVEGA TRINZA 546MG/1.75ML(*)	07/13/2017	84	0	

Activities

Last Activity	ActivityType	Status	Count
08/17/2017	Other	Completed	50
08/16/2017	Individual Wellness	Completed	4

Compliance Grade: A+

MCT Testing

Drug	Result
Invega Trinza	Compliant

Unexpected Meds 02/10/2017

Drug
Alcohol

Stable

CAR Domains

FMA	TMP	SU	MP	FAM	IP	RP	SL	SC	Order
34	35	30	20	36	31	31	16	20	Current
35	36	32	20	35	30	30	19	20	Previous

Client Grade: B+

Client GPA: 3.30

Clinical Recommendations

-- Lifestyle and diet modifications recommended to address blood pressure

002227 AUDIT Needed iPad: ICBARN004 08/21/2017

08/03/1966 **M**

Height: 5ft 1in

Lab Grade: **B+**

Cardiometabolic Syndrome Measurements

Lab Description	First Tested	Last Tested	First Result	Last Result	Avg. Result	Trend	Normal Range	Grade	GPA
Body Mass Index	03/23/2017	07/13/2017	21.99	22.07	22.12	Stable	18.5-25	A-	3.75
Cholesterol in HDL	10/14/2015	01/09/2017	62.00	67.00	58.00	Increasing	>40	A	4.00
Cholesterol in LDL	10/14/2015	01/09/2017	117.00	130.00	135.75	Increasing	0-129	B	3.00
Glucose	10/14/2015	10/17/2016	99.00	111.00	105.00	Increasing	65-130	A	4.00
Hemoglobin A1C	10/14/2015	10/17/2016	5.50	5.70	5.60	Increasing	4.8-5.6	A	4.00
Mean Arterial Pressure	03/23/2017	07/13/2017	99.30	101.30	102.72	Stable	70-110	B-	2.75
Triglyceride	10/14/2015	01/09/2017	279.00	105.00	178.50	Decreasing	0-149	B	3.00

Smoking Status: Current Daily Smoker

Crisis Grade: **A+**

Active Diagnoses

Diagnosis	Description
F25.0	Schizoaffective Disorder - Bipolar type
F10.20	Alcohol Use Disorder - Severe
F43.10	Posttraumatic Stress Disorder
E78.2	HYPERLIPIDEMIA

Crisis History

Date	Type	Location	Total Days
	None	None	0

PHQ9 History

PHQ9 Date	Result	Q9
07/26/2017	24.00	0
03/22/2017	27.00	3
09/14/2016	27.00	3

Crisis Grade: A+

Active Diagnoses

Diagnosis	Description
F25.0	Schizoaffective Disorder - Bipolar type
F10.20	Alcohol Use Disorder - Severe
F43.10	Posttraumatic Stress Disorder
E78.2	HYPERLIPIDEMIA

Crisis History

Date	Type	Location	Total Days
	None	None	0

PHQ9 History

PHQ9 Date	Result	Q9
07/26/2017	24.00	0
03/22/2017	27.00	3
09/14/2016	27.00	3

Adherence Grade: A+

Active Medications

Medication	Last Pick Up	Therapy Days	NC Days	Related To
INVEGA TRINZA 546MG/1.75ML(*)	07/13/2017	84	0	

Activities

Last Activity	ActivityType	Status	Count
08/17/2017	Other	Completed	50
08/16/2017	Individual Wellness	Completed	4

Compliance Grade: A+

MCT Testing

Drug	Result
Invega Trinza	Compliant

Unexpected Meds

02/10/2017

Drug
Alcohol

Stable

CAR Domains

FMA	TMP	SU	MP	FAM	IP	RP	SL	SC	Order
34	35	30	20	36	31	31	16	20	Current
35	36	32	20	35	30	30	19	20	Previous

Client Grade: B+

Client GPA: 3.30

Clinical Recommendations

-- Lifestyle and diet modifications recommended to address blood pressure

Questions?

Thank you for joining us!

Charlie Grantham

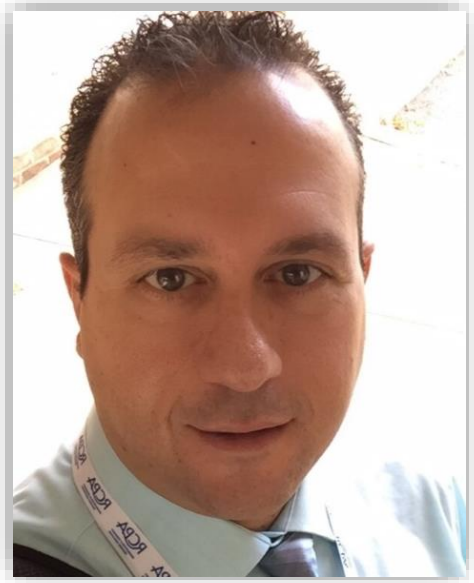
IT and Process Optimization Consultant

MTM Services
charlie.grantham@mtmservices.org
www.mtmservices.org

Chris Axford

Chief Executive Officer

Berks Counseling Center
caxford@berkscc.org
https://berkscounselingcenter.org/



John Heim

Technology Specialist – EHR Systems

Berks Counseling Center
JHeim@berkscc.org
https://berkscounselingcenter.org/

Larry Smith

Chief Operating Officer

Grand Lake Mental Health Center
LarryS@GLMHC.net
https://www.glmhc.net/