

Mental Health Services Act

General Stakeholders Meetings

Technology

November 14 & 17, 2006



MHSA Technology



“In a Transformed Mental Health System, Technology Is Used to Access Mental Health Care and Information”

Goal Six of the New Freedom Commission on Mental Health, Achieving the Promise: Transforming Mental Health Care in America. Final Report.

MHSA Technology Funding: A Catalyst For Change

- **The MHSA specifies one-time and ongoing funding for technology needs**
- **This funding facilitates health technology transformation by supporting:**
 - **Mental Health Electronic Health Record (EHR) Systems**
 - **Mental Health Information Exchange (HIE)**
 - **Tele-medicine**
 - **Infrastructure (computers, wireless PDAs, telecommunications, etc.)**

MHSA Technology Requirements

Previously Identified Stakeholder Technology Needs

Mental Health Information System Functions

- Enable medical record annotation and correction
- Schedule appointments, refill Rx, view lab results
- Enable access to providers and clinicians
- Enable services reporting / feedback for quality assurance
- Access to all legally allowed information (as is now on paper)

Mental Health Information System Attributes

- Secure, ADA Compliant, Culturally Competent, Real Time
- Accessible: public computers, broadband, rural access
- Clear Authentication/Authorization processes with access levels

MHSA Technology Goal (Draft)

To transform the county/local mental health technology systems into an accessible, interoperable, comprehensive information network that can:

- **Easily and securely capture, exchange and utilize information**
- **Facilitate the highest quality, cost-effective services and supports for consumer and family wellness, recovery and resiliency**

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National Context For Mental Health IT Work In California

- Mental Health is an Integral Part of Overall Health and Public Health
- Hurricane Katrina Experience
- Pandemic Flu and Bioterrorism Potential
- Cost of Healthcare
- Active Involvement of Consumers in Health and Healthcare

MHSA Technology

Health IT is Gaining Significant Momentum

Federal/National Initiatives Regarding Health IT Advancement

- President's goal of widespread adoption of interoperable electronic health records; Executive Order 13335; National Health Information Infrastructure
- Office of the National Coordinator for Health Information Technology
- Department of Health and Human Services initiated activities (AHIC, AHRQ, RTI Contacts, NGA strategies, CMS transformation grants, etc.)
- President's New Freedom Commission on Mental Health technology goal and recommendations
- Institute of Medicine strategy of rapid IT and performance measurement implementation for quality

Health IT Gaining Momentum

Electronic Health Record (EHR) and Health Information Exchange (HIE)

National Efforts

- Health Level 7 (HL7) & Healthcare Information Technology Standards Panel (HITSP)
 - EHR & Interoperability Standards and Specifications, Conformance Profile for Behavioral Health
- The Certification Commission for Healthcare Information Technology (CCHIT)
 - Vendor Certification
- California Health Information Security & Privacy Collaboration Project (HISPC)
 - Assess and develop plans to address variations in business policies and state laws that affect privacy and security practices that may pose challenges to interoperable HIE
- Nationwide Health Information Network (NHIN) Consortia
 - Develop an architecture and a prototype network for secure information sharing among hospitals, laboratories, pharmacies and physicians
 - Test patient identification and information locator services; user authentication, access control and other security protections
- Regional Health Information Organizations (RHIO)
 - Interoperability and health information exchange architectures

Health IT Gaining Momentum
Governor's Executive Order S-12-06

Health IT Vision

- Achieve 100% electronic health data exchange among payers, providers, consumers, researchers and government agencies in the next 10 years

Health IT Mission

- Provide Californians appropriate personal health information available in a timely and secure fashion and enable affordable, safe and accessible health care

Health IT Gaining Momentum

Governor's Executive Order S-12-06

Health IT Goals

- Ensure health information is available at the point of care for all consumers while protecting the confidentiality and privacy of the information;
- Improve safety, reducing medical errors and avoiding duplicative and unnecessary medical procedures;
- Improve coordination of care among hospitals, clinics, skilled nursing facilities, home care agencies, pharmacies, physicians and other health professionals (e.g. mental health);
- Provide consumers with their own health information to encourage greater participation in their health care decisions; and
- Ensure access to specialists in a more timely manner for rural and underserved areas through technologies such as telemedicine.

Alignment of Federal & State Health IT Action Agendas

President's Health IT Plan

Adoption of interoperable electronic health records within 10 years

- Standards Harmonization
- Compliance Certification
- Privacy and Security Solutions
- Nationwide health information network architectures
- Health IT Adoption

Governor's Executive Order

100% electronic health data exchange in 10 years

- Adopt/align Standards
- Augment Current Privacy Protections
- Develop CA Health IT Infrastructure & Resources
- Establish Incentives and Requirements to Expand Health IT Adoption
- Establish Governance
- Engage Stakeholders

Health IT Gaining Momentum State and Local Government

California Government Committee on Health Information Technology (CGC Health IT)

The CGC Health IT facilitates the collaboration of State agencies and local governments on Health IT and health information exchange (HIE) related business needs and efforts

The CGC Health IT Will:

- Develop an understanding of the requirements of Health IT and HIE systems within the State of California
- Share information about Health IT and its impact on state and local government
- Support the action items identified in Executive Order S-12-06 by leveraging Health IT efforts at all levels (federal, state, local, and private sectors)

Stakeholders and Partnerships Bringing About IT Transformation

The MHSA IT Workgroup is comprised of representatives from the following:

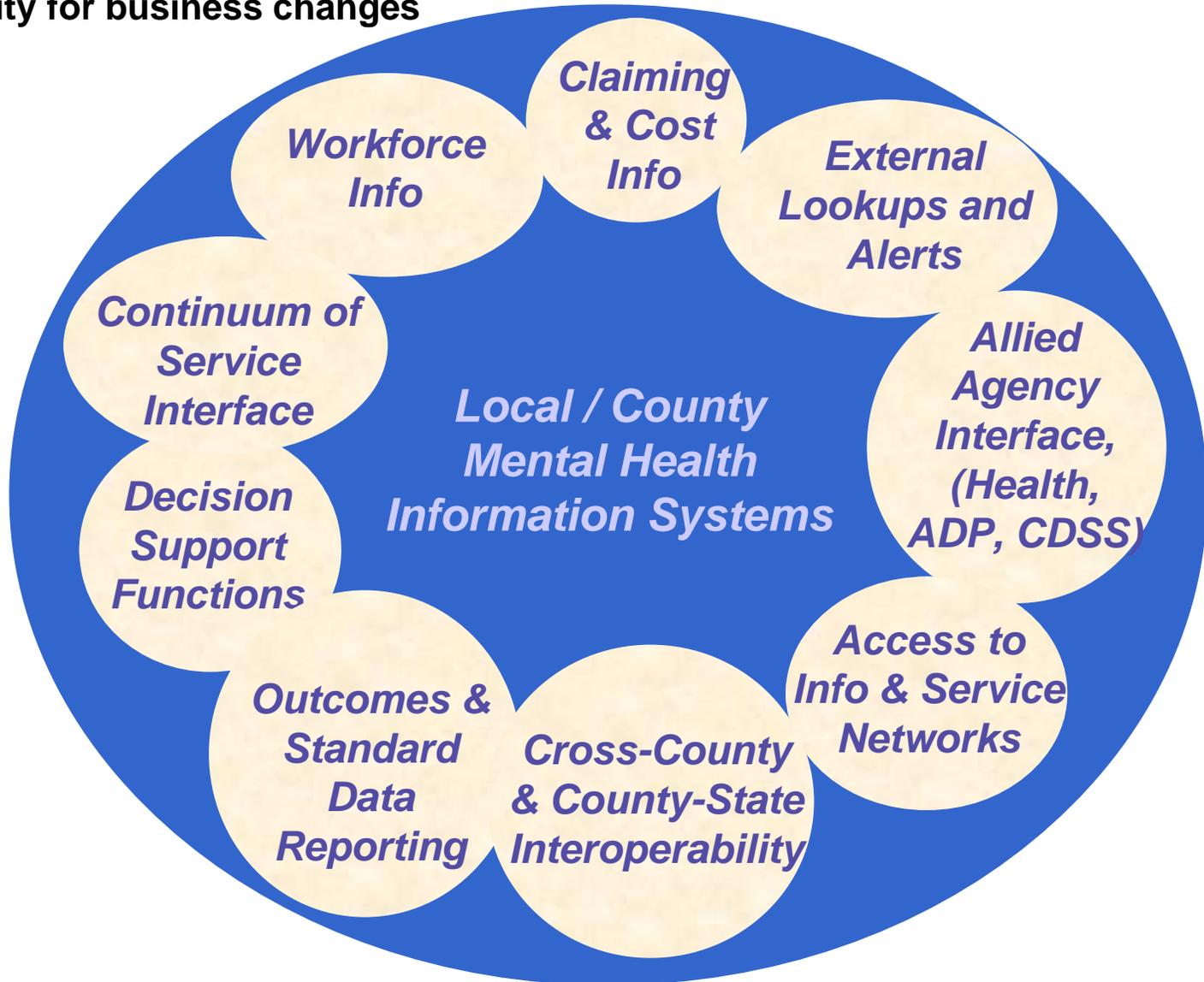
- Mental health services consumers and family members
- Organizations representing consumers, family members and parents
- Mental health services providers
- California counties - small, medium and large
- Currently contracted county IT vendors
- California Department of Mental Health

MHSA Technology High Level Architecture

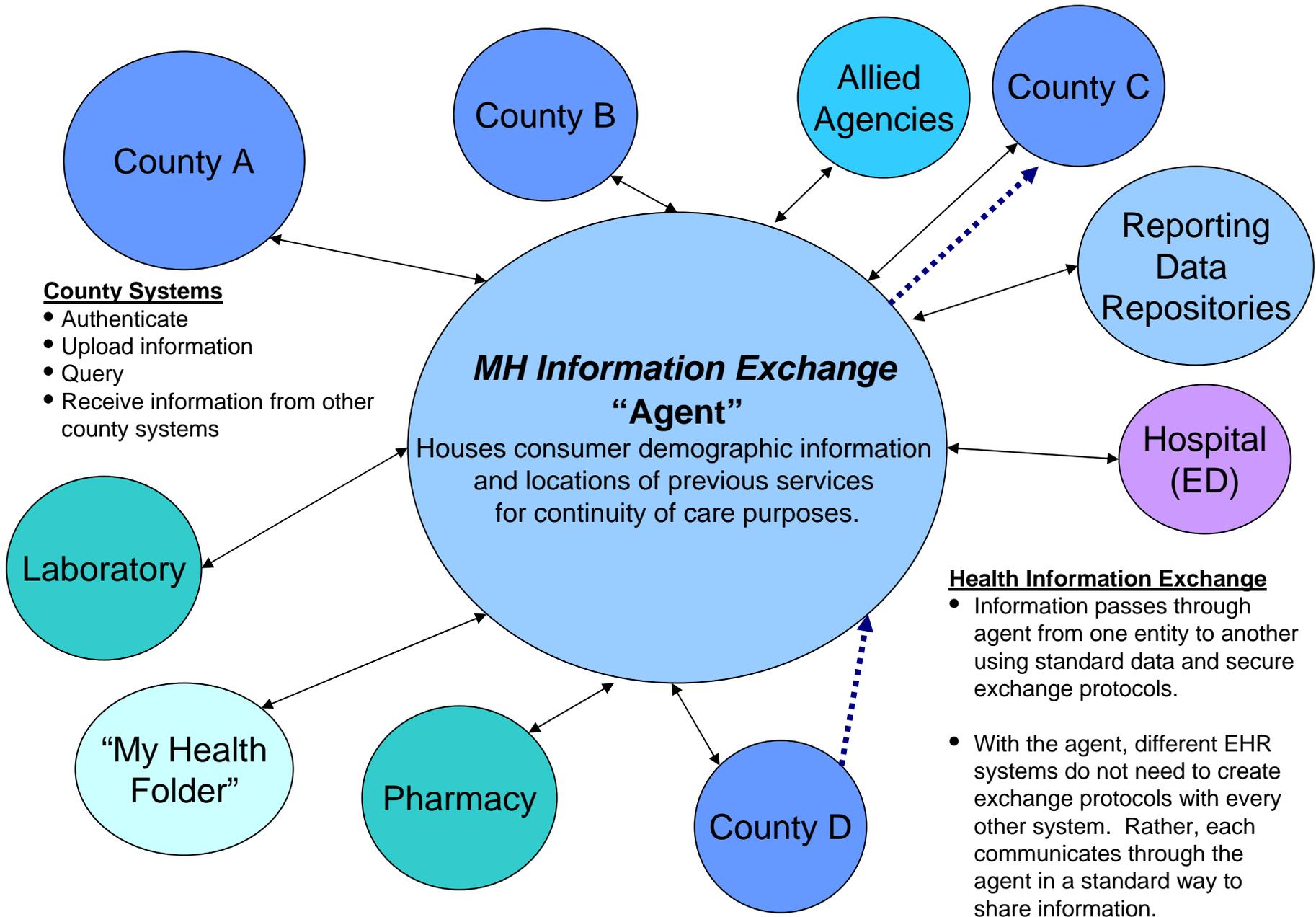
Mental Health Information System and Exchange

A Transformational Mental Health Information System

- **Technology, content and functionality standards**
- **Secure interoperability and integration**
- **Flexibility for business changes**



Proposed Mental Health Information Exchange Architecture



MHSA Technology Requests for Information (RFIs)

RFI (A): The EHR System
RFI (B): The HIE Agent

MHSA Technology: Requests for Information (RFIs)

Develop Two RFIs for Concurrent Evaluation:

RFI (A): The EHR System

Determine vendors interested in providing EHR systems in California based on:

- The EHR Functional Model / the Behavioral Health Conformance Profile
- The California Behavioral Systems Coalition Request for Proposal
- The Continuity of Care Record / Clinical Document Architecture

RFI (B): The HIE Agent

Determine vendors interested in providing interchange functionality for interoperability between counties and other entities based on:

- The Continuity of Care Record / Clinical Document Architecture
- Master Patient Index / Record Locator Service
- Personal Health Record – “My Health Folder”

MHSA Technology: RFI Vendor Validation

- Develop Validated Vendor Information Sheet to inform provider/county, taking into account:
 - Functionality percentages
 - Reference check summary
 - User experience reviews
 - Ease in customization
 - Financial viability of vendor
 - Hardware and licensing requirements
 - Other criteria defined in the stakeholder process

MHSA Technology Funding

Requests and Oversight

MHSA Technology: Funding Requests and Oversight

Request Funding

- California counties will submit Technology Funding Requests in response to the DMH requirements
- DMH will review the requests and work with each county for any required clarifications/modifications

Post-Funding Technology Plan Oversight

- Upon approval of each request, DMH will continue in an oversight capacity with each county to help ensure the success of the MHSA projects

MHSA Technology: Review Next Steps

- Work with stakeholders to:
 - Define and prioritize technology needs and the minimum requirements for EHR/HIE systems
 - Address Health IT action areas
 - Develop two Requests For Information (RFIs)
 - RFI (A): The EHR System
 - RFI (B): The HIE Agent
 - Perform vendor evaluation
 - Develop validated vendor information sheet
- Develop county plan technology funding requirements

MHSA IT Contact Information

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Questions?

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Stakeholder Input

MHSA Technology Stakeholder Input

1. Please vote for the top four mental health information system functions a consumer would use for their own health care management or recovery.

- Schedule Appointments
- Refill Prescriptions
- View lab results
- Enable access to providers and clinicians via:
 - Email
 - Telemedicine
 - Other _____
- Enable services reporting / feedback for quality assurance
- Annotate and correct medical records
- Access to *“My Health Folder”*
 - Other? (Please list other functions that would help in recovery or wellness) _____

MHSA Technology Stakeholder Input

2. From consumer and provider points of view, please vote for the top seven content items in a secure, readily accessible “My Health Folder”.

- | | |
|---|--|
| <input type="checkbox"/> Medications | <input type="checkbox"/> Allergies and Adverse reactions |
| <input type="checkbox"/> Lab results | <input type="checkbox"/> Current insurance coverage |
| <input type="checkbox"/> Current employer | <input type="checkbox"/> Emergency contact information |
| <input type="checkbox"/> Diagnosis | <input type="checkbox"/> Illnesses and hospitalizations |
| <input type="checkbox"/> Vaccinations | <input type="checkbox"/> Treatment list/prior services |
| <input type="checkbox"/> Family history | <input type="checkbox"/> Surgeries and other procedures |
- Other? (Please list other information that would help in recovery, wellness or emergencies)_____

MHSA Technology Stakeholder Input

3. To accomplish the vision of county Health IT systems that can be fully interoperable statewide, it is critical that all counties participate and move toward this goal.

Do you have suggestions on how to provide incentives or establish requirements so that all counties have this as a priority?

MHSA Technology Stakeholder Input

4. In addition to physical and electronic safeguards, access logging, and role based views, protecting health information requires appropriate authorization and authentication processes.
 - How should a consumer obtain access to their health information? (Create a password in person/by phone with provider?)
 - Is a User ID and Password sufficient to authenticate access to your health information?
 - How should a consumer authorize family or various providers to see their health information?

MHSA – How to Provide Input

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1-800-972-MHSA (6472)
- By Email:
mhsa@dmh.ca.gov
- By Mail:
MHSA
Department of Mental Health
1600 9th Street, Room 250
Sacramento, CA 95814
- Website: www.dmh.ca.gov/MHSA