FOOTHOLD TECHNOLOGY

HEALTHY AGENCIES CREATE HEALTHY COMMUNITIES

5 Tools to Prepare

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Introduction

Preview of Presentation

Your Questions to Be Answered

- Healthy Participants

- Healthy Agency

- Healthy Staff

- Healthy Community

- Behavioral health patients have higher-than-average rates of emergency department visits, hospitalizations, and readmissions.

- Make behavioral health a core part of population health strategy.

- Improve the health of populations

- Lower per capita costs

- Improve the patient care experience

- Reform existing payment models and healthcare delivery systems, i.e. become an Accountable Care Organization (ACO)

- Share in "savings" that result from improving care quality and reducing cost for eligible Medicare populations

- Cost and quality of healthcare services are managed under a range of payment options (capitation, fee for service, etc.)

- There are processes in place to measure and report on performance outcomes

- Physicians affiliated with the hospital or healthcare system, particularly those with a strong primary care base, are supportive of this initiative

- There is a clear, confirmed link between physical health and mental health

- In a given year, one of four persons will have a diagnosable mental health disorder

- Patients with a serious mental illness, particularly older adults, have multiple comorbid medical problems

- The volume and acuity of behavioral health patients in primary care offices and emergency departments confirms the need for timely access to behavioral health resources

- An ACO with a behavioral health component, or other BHI model, is an ideal structure for managing care and costs

WHAT DO YOU FACE TODAY?
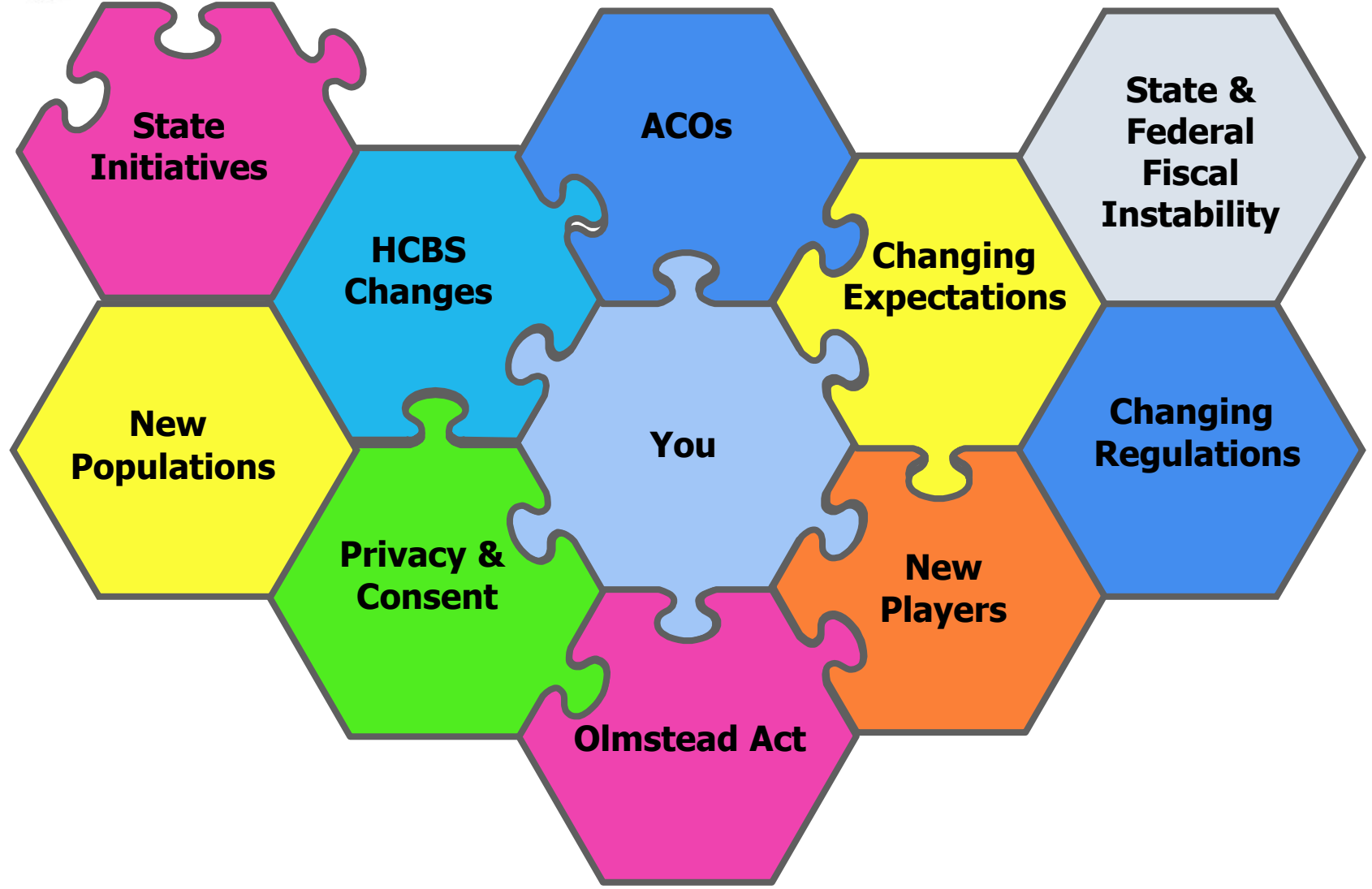
State Initiatives

HCBS Changes

ACOs

State & Federal Fiscal Instability

Changing Expectations

New Populations

You

Changing Regulations

Privacy & Consent

New Players

Olmstead Act

- Diminishing Resources

- Integration of Care

- Ever-changing Regulations

- Increased Oversight Activity

- Shift from Volume to Value

- New Workforce Skills Needed

- From Budget to Business Model

- Performance Based Contracting

DATA

- Know the information you need

- Understand Input and Outputs

- Establish culture

- Continuously evolve

- Use it to survive

- Use it to grow

- **Meet your obligations**
  - You're accountable to many people. Exceed those obligations.

- **Use of informed decision-making by all personnel**
  - Gut decisions won't work.

- **Implementation of a dynamic management system**
  - Continuously improve using your organizational memory.
    - data, information, knowledge, wisdom

- **Collaboration and Interoperability**
  - Standalone agencies will struggle without collaboration.

- **Market yourself**
  - You're a business and need to sell yourself.

- **External obligations**
  - Government
  - Funders
  - Accreditation bodies, etc.

- **Internal obligations**
  - Individuals in service
  - Board of directors
  - Staff and others

Meet Your Obligations
Informed Decision-Making
Dynamic Management
Collaboration & Interoperability
Market Yourself

- **Who are we accountable to?**

    - External accountability

    - Internal accountability

- **What are we accountable for?**

- **Who is responsible?**

    - Management and line staff

- **Meaningful metrics**

- **Frequency**

Name of Agency Staff	Agency Title	Entity Accountable To	Type of Measure	Specific Measurement	Frequency of Report
John Smith	CEO	Clients	Outcomes	Employment	Quarterly
				Hospitalization	Daily
		ECT.			
			Incidents	Level 1 and 2	Daily
				Other Levels	Weekly
		ETC.			
		B.O.D.	Fiscal	Annual Report	Annually
				Balance Sheet	Quarterly
		ETC.			
		Government	Census	Registrations	Monthly
			Utilization	Attendance	Annual Slide

- **Data-based decision-making**
  - Data
  - Information
  - Knowledge
  - Wisdom

- **Everyone's job**
  - Administrators
  - Supervisors
  - Clinicians
  - Oversight and support

Meet Your Obligations
Informed Decision-Making
Dynamic Management
Collaboration & Interoperability
Market Yourself

- Key staff have access and knowledge of the system

- Regular use of the system

- Tracking outside of the system

- Reports from the system—client demographics/profile, client outcomes, LOS

- Ongoing review of data

- Staff training and re-training, new features

- **Guide for input**

  - Each person has single sign in for all functionality

  - Do not have to work through things they don't use

  - Flows with work

- **Tools for output**

  - Canned reports

  - Easy to create ad-hoc reports

  - Information available in real time

Interactive process of data feeding back into operations

- Be Informed

- Be Flexible

- Be Able to Rapidly Adapt

Meet Your Obligations
Informed Decision-Making
Dynamic Management
Collaboration & Interoperability
Market Yourself

Organizational memory is the accumulated body of data, information, and knowledge created in the course of an individual organization's existence.

Creating organizational knowledge:

- Data…obtain

- Information…link the data

- Knowledge….organize the information

- Wisdom…apply knowledge to issue

- Need to work and communicate with other providers

- Need to be able to exchange data (HIEs)

Meet Your Obligations
Informed Decision-Making
Dynamic Management
Collaboration & Interoperability
Market Yourself

- Value to Your Funder

- Value as a Partner

- Efficiency

- Effectiveness

- Person to Person Outreach

Meet Your Obligations
Informed Decision-Making
Dynamic Management
Collaboration & Interoperability
Market Yourself

How to use the data to advance your agency

- Outcome-based information

- Value-based information

- Staff expertise

- Board influences

- Stories with data

Incorporate a culture of accountability, Everyone's Responsibility

Maintain a person-centered philosophy, Clinically Right

Establish a concurrent approach, Many Benefits

Avoid losing your culture, with Consumer Portal

Enhance your agency operations, with Info

Ensure regulatory requirements are met, Electronically

Review existing capacity against idea, Continuously

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