



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH  
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Director

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February 14, 2013

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.  
Director

SUBJECT: **STATUS REPORT ON THE IMPLEMENTATION OF THE INTEGRATED  
BEHAVIORAL HEALTH INFORMATION SYSTEM**

The purpose of this notice is to provide your Board with the attached Status Report on the progress of the Integrated Behavioral Health Information System (IBHIS) under County Agreement No. 77676 with Netsmart Technologies, Inc. (Netsmart). Netsmart will provide and implement an Electronic Health Record (EHR) system that will enable the Department of Mental Health (DMH) to meet the Federal and State mandates associated with health care reform and to meet County's Strategic Plan goal to achieve a seamless electronic exchange of selected health and human services data across County providers.

As mentioned in our last Status Report, dated December 4, 2012, we are providing the Board with a copy of DMH's standard Status Report for the month of December 2012, which provides a great deal of information regarding the state of the IBHIS project without the need to wade through volumes of text. Subsequent reports will be provided on a quarterly basis in the same format.

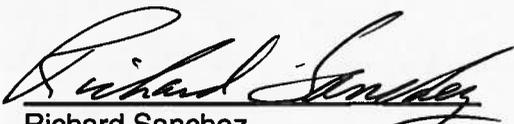
If you have any questions or need additional information, please call me at (213) 738-4601, or your staff may contact Robert Greenless, Ph.D., DMH Chief Information Officer, at (213) 251-6481.

MJS:RK:MM:RG

Attachment

c: Health Deputies  
Chief Executive Office  
Executive Office, Board of Supervisors  
County Counsel  
Contracts Development and Administration Division, DMH

REVIEWED BY:

  
Richard Sanchez  
Chief Information Officer

2-5-13  
Date



**COUNTY OF LOS ANGELES  
DEPARTMENT OF MENTAL HEALTH  
CHIEF INFORMATION OFFICE BUREAU  
PROJECT STATUS REPORT**

**A. General Information**

**Project Title:** Integrated Behavioral Health Information System (IBHIS)  
**Prepared by:** Adrina Moreno - IBHIS Project Manager      **Date Prepared:** January 18, 2013  
**Reporting Period:**      **From:** December 1, 2012      **To:** December 31, 2012  
**Estimated Completion Date:** December 2013  
**Project is:**       **On Schedule**       **Ahead of Schedule**       **Behind Schedule**       **Completed**

*If the project is Behind Schedule, explain why, (e.g., changes to scope, constraints outside project team's control, vendor delays, resource constraints, business processes, and major deliverables not completed). Include the impact of the delay and plans for re-alignment.*

- See Section C (Current Activity Status) for detailed explanation.

**B. Contract Expenses**

Agreement Total	Total Contract Amount Expended (paid to date)	Percentage of Total Contract Amount Expended
\$93,316,793	\$11,830,199	12.68%

**C. Current Activity Status**

*Provide a high level summary of current activities. Express factual description of current activities in a bulleted list.*

- Implementation of the IBHIS remains behind schedule and will impact Key Deliverables. County and Netsmart continue identification of proposed revisions to the Detailed Work Plan in anticipation of a request for Change Notice to re-baseline the Detailed Work Plan.
- Installation of the dedicated network circuit at Internal Services Department (ISD) remains behind schedule but on track for completion by February 28, 2013.
- Configuration activities are in progress, but three months behind schedule. As a result, additional time will be required to complete configuration and to-be workflow activities. The Detailed Work Plan will be revised accordingly.
- County and Netsmart continue to review gap analysis results from the earlier in-depth review of County's functional and technical requirements set forth in the IBHIS Agreement. The results of this review will identify gaps in functionality which may require further analysis to determine how County's requirements will be met.
- Work remains in progress to develop the Test Plan and module test scripts.
- DMH continues to identify staff that will train DMH end-users and participate in module and integrated testing.
- DMH continues to assess space and equipment needs for Pilot 1 Directly Operated sites participating in implementation testing tasks.
- DMH continues to assess IBHIS integration with ADA software currently used by visually impaired staff.
- County to meet with Netsmart to continue eCAPS check-write file analysis for integration development.
- Reports and forms identification, collection, and assessment and analysis activities continue.
- DMH Subject Matter Experts (SMEs) continue to participate in IBHIS demonstrations to facilitate their

- contributions to configuration activities.
- Continue weekly Project Director/Project Manager (PD/PM) Status Meetings.

## D. Change Requests

List any Change Control Requests identified during this project.

Change Order #	Description	Effective Date
DMH 1	Delay of final date for Detailed Work Plan to 2/3/12	1/11/2012
DMH 2	Election of Topaz Digital Signature Pads	5/10/2012
DMH 3	Election of the OrderConnect Application Software	6/29/2012
DMH 4	Delay of Deliverable 3.1.2 (Provide Dedicated Network) Change of Netsmart Project Director	11/9/2012
DMH 5	Acquire Integration Professional through Other Professional Services	12/21/2012

## E. Significant Accomplishments for Current Period

Provide a summary of the significant accomplishments and project deliverables during the reporting period. The list should include, primarily, major activities, milestones and key deliverables in a bulleted list.

- Netsmart configured County's Hosting Environment for Testing and is creating dictionaries, master tables, customized assessment forms, treatment plans, and progress notes.
- Netsmart successfully completed internal testing for disaster recovery/business continuity testing.

## F. Planned Activities for Next Period

Provide a summary of the planned major activities, milestones and project deliverables to be accomplished during the next reporting period. Express your descriptions in a bulleted list.

- Re-baseline the Detailed Work Plan per Change Notice 6 (Amend Detailed Work Plan).
- Continue facilitating Netsmart's understanding of DMH business practices and DMH's familiarization with IBHIS functionality to complete configuration activities.
- Continue Avatar Configuration Tool (ACT) activities through March 2013.
- Continue configuration of DMH Test Environment.
- Continue providing IBHIS Demos to DMH staff who participate in support of configuration and implementation activities.
- Continue developing module test scripts.
- Continue reviewing functional and technical requirements gap analysis results to identify gaps that may require software modification.
- Continue reports and forms collection, assessment and analysis activities.
- Continue eCAPS interface development activities.
- Continue PD/PM Status Meetings.
- Review submitted change requests in accordance with IBHIS Change Control Management Plan.
- Execute Change Request requiring Netsmart to provide analysis and level of effort response to County's request to modify its software. Four requests of this type were submitted: 1) Client Web Services, 2) Unique Submitter ID, 3) Add 2<sup>nd</sup> Co Practitioner and 4) Control Fees based on Funding Source.
- Continue on-going implementation activities and meetings for configuration; conversion; report and forms collection and analysis, testing and training tasks.
- Continue on-going Change Control, Risk and Issue Management meetings.

- Continue site preparation activities for selected Pilot 1 sites participating in testing activities.
- Continue ADA software assessment activities to determine how existing ADA software will integrate and work with IBHIS software.
- Post answers to employee's questions collected in the September Town Hall Meeting to the IBHIS Intranet for DMH employee access.
- Complete disaster recovery/business continuity testing at Netsmart's data centers. County will join Netsmart onsite to confirm formal testing in January 2013.

## G. Critical Issues

List any Critical or High Priority Issues impacting the project. Issues are events that currently cause a problem moving forward and have an impact to the project schedule, resources or quality of the end deliverable.

- Configuration activities remain in progress, but are three months behind schedule. IBHIS configuration and workflow decisions for billing and claiming process have taken approximately three months longer than anticipated. The Detailed Work Plan must be revised accordingly. See Risk ID 16 and 27 below for further details.
- The delay in completing financially based configuration tasks has impacted the completion of associated tasks. For example financially-based user roles cannot be created for authorizations, billing and claiming roles without a complete understanding of DMH's Central Billing Office (CBO) and Provider Support Organization structure. In addition, the development of CalPM and MSO module and integrated test scripts will require Netsmart resources to facilitate the development of testing scripts and end-user training materials, as well as the completion of financial test activities. Risk 27 has been updated accordingly.
- Efforts to secure additional training space, particularly in the north and south of Los Angeles County, have so far been unsuccessful. Work continues to identify alternatives.

## H. Risk Update

Risks are events that might cause problems, at a future date, with the project schedule, resources or quality of the end deliverable. Risks categorized with Probability of High, Impact of High and a Timeframe of Short will be listed in this section of the Project Status Report.

ID	Risk (Describe the risk in simple terms, provide details)	Probability (High)	Impact (High)	Timeframe (Short)	Response (Mitigate, Watch, Accept)
16	Finance Leadership and Implementation Resources for IBHIS Implementation Activities  <b>Status</b> – DMH has initiated discussions with Netsmart to obtain transitional Professional Services to provide support in this area.	☒	☒	☒	Mitigate
21	Task 9.2.1 Develop DMH Data Extraction Programs  <b>Status</b> – Scope of initial conversion being reviewed to identify opportunities to bring these tasks in line with the resources available to do them without impacting the project timeline.	☒	☒	☒	Mitigate
26	Task 9.3 – Data Conversion Test (Conduct Test) as scheduled.  <b>Status</b> – County and Netsmart are working to synchronize tasks and deliverable dates without	☒	☒	☒	Mitigate

	impacting the project timeline.				
27	<p>Completion of Financial Avatar (CalPM and MSO) Configuration activities based on the to-be CBO and Provider Support Office (PSO) models.</p> <p><b>Status</b> – County will develop its CBO to-be model with guidance from Netsmart and may require interim transitional services until County's CBO is fully staffed. DMH is discussing how best to organize its PSO model.</p>	☒	☒	☒	Mitigate
29	<p>Task 9.4 Conduct Data Conversion</p> <p><b>Status</b> – County and Netsmart are working to synchronize tasks and deliverable dates without impacting the project timeline. This Risk is also linked with 21 and 26.</p>	☒	☒	☒	Mitigate

**Explanation of Categories:**

- Probability (High): Most certainly or very likely to occur.
- Impact (High): Significant impact to project scope, cost or schedule which is likely to threaten and undermine project completion.
- Timeframe (Short): A three (3) month or less estimation as to how long the risk will be relevant.
- Response (Mitigate, Watch, Accept): Resolve through mitigation, watch to monitor development, or accept and develop a contingency plan.