LA County Department of Mental Health

Integrated Behavioral Health Information System (IBHIS) Implementation Project

Information Systems Commission Presentation

January 09, 2012

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Chief Information Office Bureau

Agenda

- The IBHIS Project
- Implementation Life Cycle and Project Schedule Overview
- LACDMH and Netsmart Approach
  - IBHIS Project Team Structure
  - LACDMH and Netsmart Commitment
    - Change Management
    - Communications
- Significant Accomplishments
- Current Project Activity
- Configuration Approach

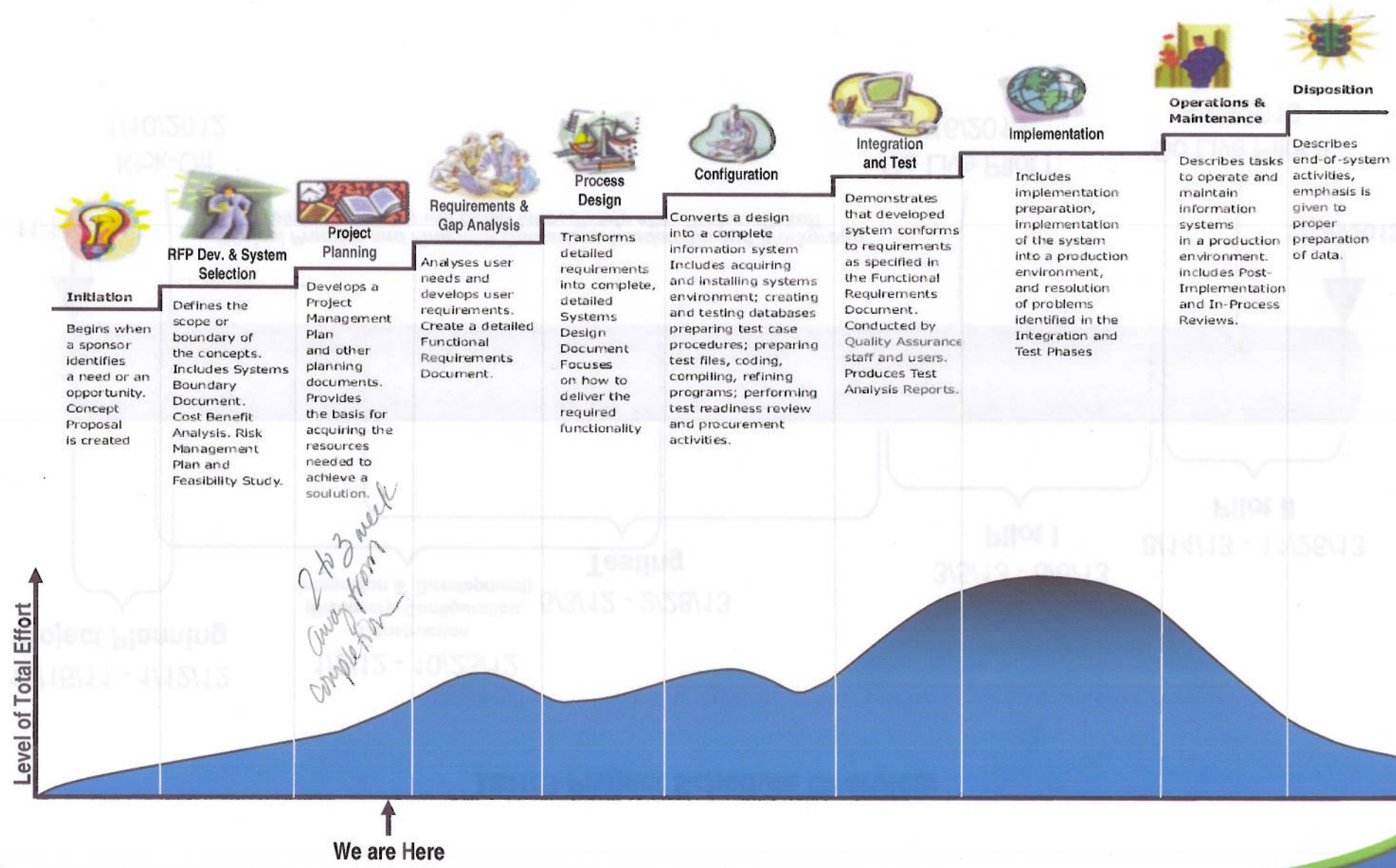
IBHIS - Status

- RFP Released - November 2009
- Proposals Received - 2/22/10
- Vendor selection - 8/31/10
  - Netsmart - Avatar
- Board approval Netsmart Agreement 10/18/11
  - 11-year agreement from system acceptance
  - ($93,316,793)
- Vendor Project Team on-site November 2011
  - 12 Vendor employees
- Project Kick-off 1/10/12

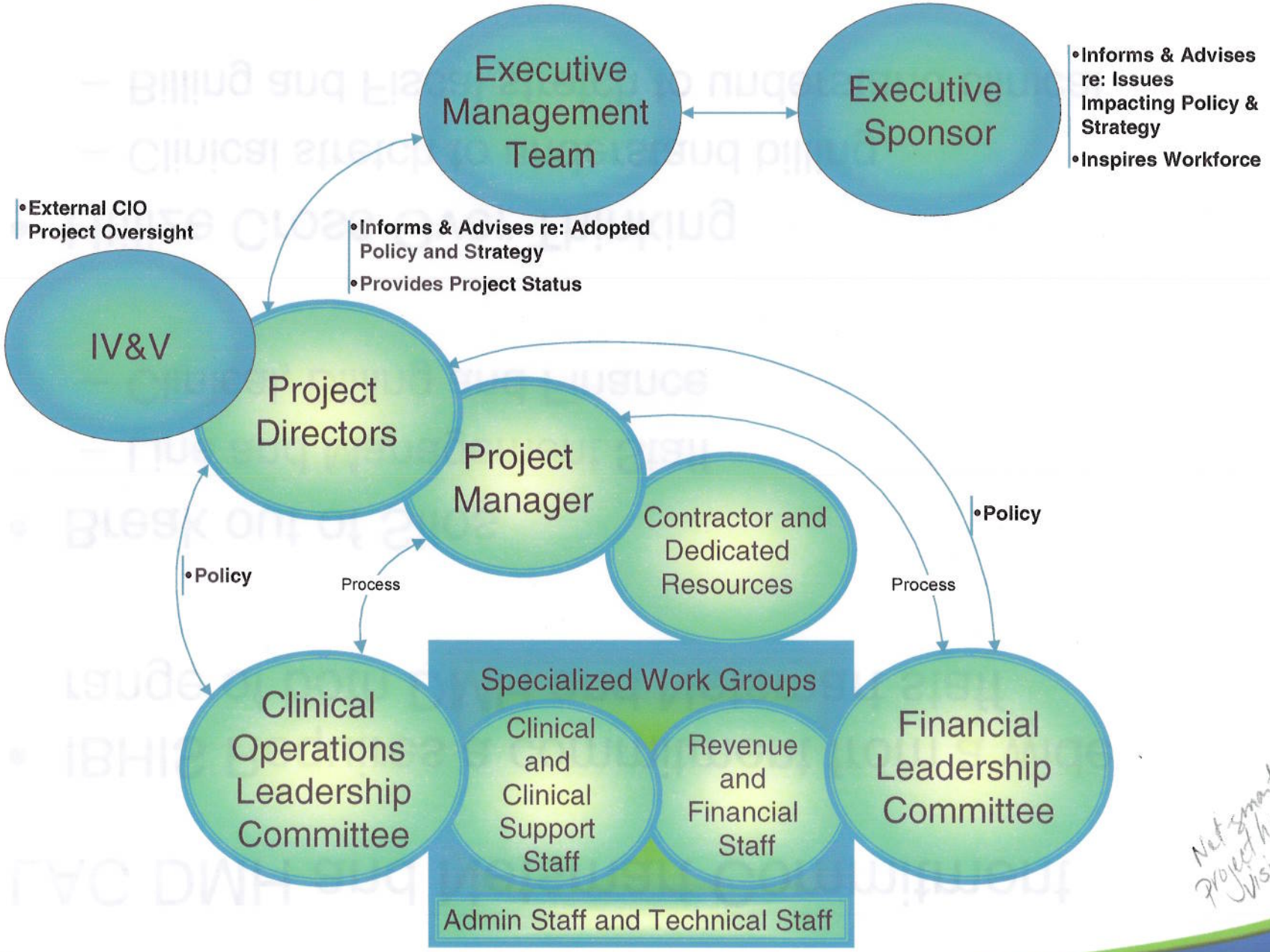
IBHIS Functionality

- Consumer demographic data
- Financial and administrative data
- Clinical data management
- E-Prescribing – not in agreement
- Provider Order Entry
- Practice Management
- Outcomes capture and reporting
- Personal Health Record

System Implementation Life Cycle Phases



IBHIS Project Team Structure



Net smart known project has National visiability. Putting best foot forward.

Focus on Change Management

- Openness to Process Change
- Policy Review from Discovery Process
- Review Existing Clinic Workflow and Develop To-Be Workflow
- Emphasize changing processes rather than changing Netsmart software to accommodate existing processes

Significant Accomplishments

- Established LACDMH Project Team Structure
  - September 13, 2011
- Deliver Application Software to Hosting Site
  - November 1, 2011
- Established Early Project Environment and County Access
  - November 10, 2011
- Executive Management Team Presentation
  - December 6, 2011
- Clinical Operations Leadership Committee, Financial Leadership, and Specialized Work Groups Presentation
  - December 15, 2011
  - Event was also an opportunity for DMH and Netsmart teams to meet and talk

Configuration Approach

- Begins January 2012
- Early Alignment and Readiness
  - Aligning LA Processes with Avatar
  - Comprehensive Exploration of Avatar
  - Requirements Review and Gap Analysis
    - Intake, Referral, Screening, Admission, Discharge
    - Clinical
    - Billing, Claims, Managing Contract Providers, Authorizations
    - Data
    - Systems

Discovery

- Begins May 2012
- Discovery and Configuration
  - Initial Avatar Training
  - Using Avatar Tools to collect information
  - Visiting clinics, meeting staff, learning processes
  - Setting up the software to match LAC DMH
- Allows Netsmart to configure the software to match LACDMH
  - 2000 Dictionaries: Drop Down Menus, Radio Buttons, and search boxes to facilitate data entry
  - 960 Registry settings that determine how the software works
  - 100 master tables, e.g. Diagnoses medications, clinical and administrative staff, service codes, clinicians….