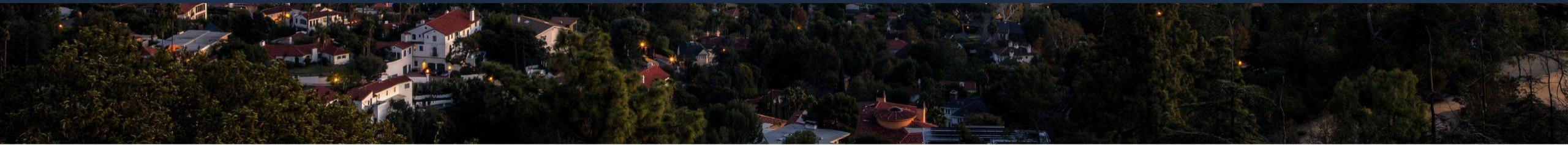LOS ANGELES COUNTY
DEPARTMENT OF MENTAL HEALTH
hope. recovery. wellbeing.

MHSA COMMUNITY PLANNING TEAM
ANNUAL UPDATE - TECHNOLOGY

November 19, 2024

FY 23-24 MHSA TECHNOLOGY PRIORITIES/INITIATIVES

FOUR MAJOR IT PRIORITIES/INITIATIVES

1 ACCESS Center Modernization

2 Interoperability Consultants

3 IBHIS Base Contract

4 IBHIS Hosting, Maintenance & Support

ACCESS CENTER MODERNIZATION

Collaborative Project with Microsoft.

The modernization of DMH's 24/7 ACCESS Call Center will improve Client care delivery and enhance the agent experience through improved technology and by simplifying call center workflows and case documentation.

ACCESS CENTER MODERNIZATION

PROJECT OBJECTIVES

Build a foundation to grow the DMH technical ecosystem through scalable technology and data architecture.

- ***Reduce time-to-care*** with the extension of integrated capabilities to provider and crisis response teams (putting additional information at the fingertips of the agents through automation and interoperability)

- ***Drive a reduction in call hold times and quality of care*** through a streamlined provider experience and further enhancements of the agent experience.

- ***Automate ACCESS call analytics*** with a focus on operations, quality and performance.

- **Increase self service capabilities** to *maximize Stakeholder experience and reduce ACCESS call volumes.*

- ***Automate Client Analytics***

Target implementation date July 2025

INTEROPERABILITY

DMH secured the services of Interoperability consultants to assist with strategic and mandated initiatives

Client and Provider API's

Healthcare Interoperability Data Exchange (HIDEX) Platform

Consultants assisted with enhancements to existing EDI and Client Services changes such as SOGI (Sexual Orientation, Gender Identity and Veteran and Military status

Integrated Behavioral Health Information System (IBHIS)

- LACDMH leveraged MHSA dollars to help fund the IBHIS base contract

- LACDMH leveraged MHSA dollars to help fund IBHIS hosting, maintenance & support

PROPOSED MHSA TECHNOLOGY PRIORITIES/INITIATIVES

FISCAL YEAR 24-25 & 25-26

1 Data Warehouse Move to Azure

2 MHSA Hardware Purchase

3 Developers for MHSA Applications

4 DMH Website Redesign

5 IHOP Care Manager Implementation

QUESTIONS ?