

Division of Services Improvement, Clinical Technical Assistance Project
Technology Assisted Care
Prestera Center for Mental Health Services
Introductory Call Summary Notes
October 4, 2013, 1:00 p.m. ET

Submitted to: Prestera Center for Mental Health Services
Date of Submission: October 8, 2013

Attendees

Substance Abuse and Mental Health Services Administration (SAMHSA): Dina Passman
Prestera Center for Mental Health Services (Prestera): Brent Burgess
JBS International (JBS): Iris Chai and Leslie McElligott

Meeting Purpose

The purpose of the call was to make general introductions between SAMHSA Government Project Officer (GPO), Dina Passman, the Prestera project director, and the technical assistance contractors at JBS International. SAMHSA and JBS are committed to Prestera's success and would like to assess how they can assist Prestera with its program implementation needs.

Grantee Progress

Dina affirmed the roles of SAMHSA and JBS in supporting Prestera throughout the life of their grant. Prestera should feel free to contact Dina, JBS, and/or SAMHSA's Grants Management team (Alania Foster) whenever questions arise.

Prestera is the largest mental health provider in West Virginia, with 52 centers located in 8 counties throughout the State. Prestera offers a variety of services, including addiction recovery programming, crisis care for women and children, and habilitation services for those with developmental disabilities, among others. Prestera has also partnered with Valley Health Systems to offer primary healthcare services to its population which is rural and economically disadvantaged.

Brent Burgess (Prestera) has served as the Chief Information Officer and IT Director at Prestera for 10 years. This is his first time serving as a program manager.

Prestera received their notice of award at the end of August. Despite a somewhat delayed start date, Brent believes they are well positioned to meet their implementation benchmarks and does not foresee any challenges with meeting client enrollment goals (900 clients). Their main focus has been on developing a plan to build a client portal. They are in the testing phase with the product before they purchase software.

Key staff are in place, and Prestera hopes to hire additional staff to assist with program operations.

Opportunities for Assistance

Leslie McElligott (JBS) provided a brief overview of technical assistance that is available to TAC grantees. The TA process is meant to facilitate grantee success throughout the life of the grant. TA can range in scope from designing a workflow plan, to engaging stakeholders, to planning for sustainability. JBS can offer onsite assistance, Webinars, and trainings (among other forms of assistance) to fit Pretera's needs.

Iris Chai (JBS) encouraged Brent to visit the Ideas Exchange. Training is available help navigate the system.

- Brent identified several challenges associated with implementing telemedicine including: (1) the cost of equipment, (2) limited bandwidth capabilities, and (3) the high cost of circuits, which can vary from \$200 to as much as \$1,600 depending on the area.
- Due to limited equipment availability, it is difficult to offer clients a broad range of technology services. Pretera plans to use the grant to install multiple cameras and to give providers various outlets to use technology –such as smartphones –to enhance capability and portability functions. As proposed, clients will access video-conferencing technology from Pretera sites.
- Brent has found that most clients have access to some form of technology. Many clients are actively using the OneHealth mobile application. This has been a great tool to allow consumers to become more engaged in their care. Iris Chai (JBS) recommended that Brent connect with fellow grantee, Odyssey House Louisiana, because they are also using OneHealth.
- Brent is interested in learning more information about the Life Size Video Conferencing Solution system. JBS will investigate if other grantee programs are using this technology. In the meantime, Brent can also use the Ideas Exchange to post questions to the Discussion Board.
- Brent reported that there are minor changes he wishes to make to his budget. Dina requested that Brent contact Grants Management to adjust any amounts.

Data Collection

- Brent mentioned that Pretera's evaluation component is led by Dr. Girmay Berhie. Pretera is participating on the SBIRT grant and has basic familiarity with GPRA, which they have incorporated into their electronic health record system (CareLogic). When a client is entered into the system, they are flagged as a TAC client. This helps to ensure clients are counted appropriately. JBS affirmed that support to navigate GPRA is available at any time.
- Leslie mentioned that Pretera may wish to consider collecting other forms of data beyond what is asked in GPRA to effectively demonstrate the value of the technology they are using. SAMHSA wants to build a compelling case for technology's role in enhancing behavioral health care. The TAC Evaluation Workgroup is tasked with developing meaningful questions that can be asked across site (in absence of a cross-site evaluation) to address technology's impact.

Conclusion

Dina encouraged Brent to reach out should they have additional questions.