

***Division of Services Improvement, Clinical Technical Assistance Project  
Technology Assisted Care***

**Community Health Center, Inc. Introductory Call Summary Notes  
October 3, 2013, 2:00 p.m. ET**

Submitted to: Community Health Center, Inc.  
Date of Submission: October 8, 2013

**Attendees**

Substance Abuse and Mental Health Services Administration (SAMHSA): Dina Passman  
Community Health Center, Inc. (CHCI): Kasey Harding, Dr. Marwan Haddad  
JBS International (JBS): Dave Wanser, Iris Chai, and Leslie McElligott

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**Meeting Purpose**

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

**Grantee Progress**

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

CHCI received their notice of award on July 31, 2013 and began the project on August 1. According to the project's timeline, implementation benchmarks begin in the fourth month. On October 1, CHCI began marketing to service sites and prepping providers.

CHCI is a Federally Qualified Health Center (FQHC) that offers Buprenorphine Maintenance Therapy (BMT) to clients at its 11 primary care sites in Connecticut. CHCI has launched the Project Echo model which uses video-conferencing technology to support distance learning opportunities for providers with BMT patients. The goal is to recruit 12 providers to participate in the project. CHCI is very close to meeting this target. Among those enrolled in the program are a pod nurse, medical assistant, and a behavioral health care provider; all bring a lot of good experience to the project.

Project staff have purchased and set up the necessary equipment to provide onsite and offsite video-conferencing capabilities. Providers have also been trained on how to use the technology. IT support is coordinated from a central location, and dedicated assistance is available when needed.

**Opportunities for Assistance**

Dina affirmed her intent to make the implementation process operate as smoothly as possible for new grantees. Dave Wanser (JBS) mentioned that the JBS Technical Assistance team has a lot of exposure with other grantees' use of telehealth technology and wants to help organizations institutionalize technology to support future programming.

- CHCI is currently recruiting for a patient navigator to coordinate day-to-day responsibilities and encourage provider enrollment. This position has been somewhat challenging to fill, but there are several candidates being considered.
- Provider buy-in is a challenge; however, many have expressed interest in participating in the project.
- Currently, telehealth technology is used by providers only. CHCI may wish to consider expanding telehealth opportunities for clients, too. This will offer both providers and clients flexibility in their care.

### **Data Collection**

- CHCI has never used SAMHSA's Services Accountability Improvement System (SAIS) data system before. They have logged into the Ideas Exchange to collect tips and tricks on how to navigate the system. SAMHSA/JBS can certainly offer assistance with using SAIS, if needed.
- CHCI plans to bring staff together to learn how to use their electronic health record to pull aggregate client data. They would also like to explore client engagement/retention strategies and may need assistance with these tasks.
- Dave reported that data collection is an important way to demonstrate the value of technology. 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**

The CHCI team is eager to move forward with the project. Dina encouraged them to reach out should they have additional questions.