

Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Randolph County Caring Community Partnership
Call Summary
December 16, 2013 • 3:00 p.m. ET

Submitted to: Wilson Washington and Randolph County Caring Community Partnership

Date of Submission: December 19, 2013

Attendees

Substance Abuse and Mental Health Services' Administration (SAMHSA): Wilson Washington

Randolph County Caring Community Partnership (RCCCP): Lorna Miles and Brian Williams

JBS International (JBS): Dave Wanser, Iris Chai, and Leslie McElligott

Meeting Purpose

- The purpose of the call is to make general introductions between SAMHSA Government Project Officer – Wilson Washington – members of RCCCP's Technology-Assisted Care grant project, and the technical assistance contractors at JBS International. SAMHSA and JBS are committed to RCCCP's success and would like to assess how they can assist RCCCP with its program implementation needs.

Discussion

Program Implementation

- RCCCP's Executive Director – Brian Williams – began implementing the technology-assisted care grant at the same time as a health information exchange project.
- RCCCP have been mentored by fellow grantee – First Call Alcohol/Drug Prevention. Emily Hage and Ken Ortals have made themselves readily available to assist with lessons learned and tips to avoid duplication of effort.
- RCCCP's case managers and clinical staff are being trained on how to use First Call's Community Care Link (CCL) electronic health record system and Iconic Health's Homepsych client portal. The latter is used to support those with co-occurring disorders via telehealth services like email, text messaging, screenings, assessments, etc. Its virtual portal has an Avatar feature to enhance counseling services to rural clients.
- RCCCP staff have spent the first several months learning about First Call's system and figuring out protocols related to completing assessments, setting up referral processes with treatment providers, and participating in trainings/Webinars. They are now much more comfortable with the process.
- RCCCP anticipates integrating existing systems with CCL over time. Having a single electronic system to coordinate all client services will make a significant difference.

- RCCCP's two main sites (in Randolph and Saline County) offer wrap-around services (e.g., housing, food, and transportation services, etc.) and clinical assistance.
- RCCCP expects to see its first clients this week (on or around December 17, 2013). Referrals are being generated through probation and parole networks. RCCCP has experienced some challenges related to using the new referral source and plans to continue using the existing system until sites are sufficiently trained.

Evaluation

- RCCCP Program Director – Lorna Miles – and Project Manager – Bonita Powell – recently completed GPRA training in Miami, Florida. One of Lorna's main concerns is staying on top of project reporting requirements. She wants to make sure they are following the correct protocol and conducting client interviews properly. She would like to repeat the GPRA training with her staff.
- The TAC Evaluation Workgroup has developed a basic set of questions that can be built into existing evaluation processes to address technology's impact on client outcomes across program sites. The questions target three areas: client satisfaction/efficacy, dosage, and impact. The final questions are available on the Ideas Exchange.
(<https://www.ideas-exchange.net/learn/resources/tac-evaluation-workgroup-recommended-question-set-for-pilot-phase>)
- A Q&A session is scheduled for Thursday, December 19, 2013 at 1:00 pm to answer additional questions about the pilot phase. Results from the pilot phase will be shared during the grantee meeting in March. Wendy said that OP plans to pilot the questions at their site.
(<https://www.ideas-exchange.net/learn/announcements/call-for-volunteers-tac-evaluation-question-pilot-phase-action-requested-by-december-20-2013>)

Upcoming Events

- The TAC grantee meeting is scheduled for March 20-21, 2014 at SAMHSA headquarters in Rockville, Maryland. This is an opportunity for the TAC portfolio to demonstrate the ways in which technology impacts patient care. The meeting is limited to two grantees per site. A registration Web site will be launched in early January. If RCCCP is interested in presenting during the meeting or has suggestions for topics that they would like to learn more about, please contact JBS.
(<https://www.ideas-exchange.net/learn/announcements/save-the-date-for-the-2014-tce-tac-grantee-meeting>)
- Dave Wanser (JBS) mentioned that JBS would like to complete an informal site visit in May 2014. The site visit is an opportunity to review RCCCP's implementation accomplishments and identify potential areas where technical assistance may enhance achievement of program goals. Leslie McElligott (JBS) provided a sample draft agenda so that RCCCP could get a sense of the topics JBS would like to cover and the individuals they would like to meet with.

Opportunities for Technical Assistance

- RCCCCP may have technical assistance needs down the road. The RCCCCP team is encouraged to reach out to Wilson and to JBS should any questions and/or opportunities for technical assistance arise.
- RCCCCP is using the Ideas Exchange and has participated on all of the biweekly grantee calls. Lorna found the Google Analytics' and GPRA trainings featured on the IE to be particularly helpful. She has also followed up with fellow grantees who presented during the biweekly calls to learn more information. Lorna thinks the IE has a lot of valuable content, and the one-on-one trainings help to pull things together.

Action Steps

- JBS will follow up with dates to conduct an implementation site visit.
- RCCCCP is working to complete their Health Disparities statement for SAMHSA.