Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Central Oklahoma Family Medical Center (COFMC)
Call Summary
September 26, 2014 • 1:00 p.m. ET

Submitted to: Danielle Tarino and Amanda Lawhorn
Date of Submission: September 26, 2014

Attendees

Central Oklahoma Family Medical Center (COFMC): Amanda Lawhorn
JBS International (JBS): Dave Wanser, Iris Chai, and Leslie McElligott

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Meeting Purpose

The purpose of the call was to discuss COFMC's progress on the technology-assisted care (TAC) project and plans moving into the no-cost extension period.

Discussion

Staffing

Amanda Lawhorn (COFMC) reported that COFMC's TAC program is now fully staffed (4 individuals). A new team member (Jennifer) joined earlier in the year as an intern to assist with GPRA data entry functions. Jennifer is now completing a Master's level internship and will return to help in a full-time capacity. Lindsey Clark (COFMC) is primarily responsible for completing risk assessments, and Jennifer will assist as needed.

GPRA Intake/Followup Interviews

Amanda was uncertain of COFMC's current GPRA intake/followup rates. Totals are not as high as Amanda would like, but they have improved (averaging nearly 100 clients per quarter). The overall GPRA intake target is 300 clients a year (lowered from 500), and Amanda is confident they can reach their goal.

A significant programmatic challenge is tracking down clients who were served under the previous program administrator – Jon Crandon. Due to the lack of available records, Amanda's team has had to decipher client numbers in an effort to complete GPRA followup interviews (which are scheduled to begin on Monday, September 29).

Most followup interviews will be completed by phone; although, some clients are still coming into the office to complete counseling sessions.

Amanda said COFMC is moving into their busiest period so she anticipates being able to reach a higher number of clients. Expanded marketing strategies may help to attract more clients to the program.

Dave Wanser (JBS) offered to connect with Jennifer about successful followup strategies. Amanda said that clients have responded well to Jennifer, and she is confident that Jennifer will use her skills and creativity to effectively track clients.

Technology Capacity

COFMC uses a blend of technologies. Most clients receive motivational text messages; however, some have integrated use of the patient portal and/or laptops into their treatment. Amanda reported that it has been challenging to engage clients in using technology; citing obstacles like limited data coverage, unreliable cellular service, high drop-out rates, and low technology literacy. She said that a computer kiosk was set up in the Stonewall office, but it largely went unused because clients lack basic computer skills.

Dave referenced computer training strategies to assist with technology adoption:

- Host a technology orientation and tech support event (all clients with technology issues are invited). Amanda said it would be challenging to bring clients together to conduct the training.

- Offer basic how-to orientation videos available for viewing on desktops, laptops, or tablets that clients could watch at their convenience (e.g., in the waiting room). YouTube has a number of brief tutorials available for immediate viewing.

Medicaid Reimbursement

Amanda noted that new billing policies applicable to Federally Qualified Health Centers and rural healthcare centers limit the number of billable services that Medicaid clients can receive in a single visit. As a result, it has become more difficult for clients to address their physical and behavioral health needs. Additionally, many clients face transportation issues which further inhibit their ability to return to the center on multiple occasions to receive services.

Electronic Health Record (EHR) Changes

Amanda reported that COFMC is switching their EHR system once again, and the IT department is occupied with the transition. COFMC was in the process of building substance abuse and behavioral health templates for inclusion with the NextGen EHR platform, but administration made the decision to switch to Aprima. This has required considerable content building efforts.

Looking Forward

Dave mentioned that it is important for COFMC to integrate technology as part of the organization's overall strategy for engaging clients into service.

Dave encouraged Amanda to contact JBS should the team need further assistance.