Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Operation Par
Call Summary
December 9, 2013 • 2:00 p.m. ET

Submitted to: Wilson Washington and the Operation Par Team
Date of Submission: December 12, 2013

Attendees:
Substance Abuse and Mental Health Services' Administration (SAMHSA): Wilson Washington
Operation Par (OP): Dianne Clarke, Wendy Danicourt, Jim Miller, and Mark Vargo
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, Wilson Washington, members of OP's Technology-Assisted Care grant project and the technical assistance contractors at JBS International. SAMHSA and JBS are committed to OP's success and would like to assess how they can assist OP's with its program implementation needs.

Discussion

Program Implementation

- Jim Miller (OP Project Director) has held several internal meetings to configure staff work flow based on the different forms of technology used by the grant (e.g., an electronic health record (EHR) system, mobile applications, etc.), budget, and other implementation considerations.

- OP was originally planning to partner with Bay Care Behavioral Health, Inc. to implement their program; however, it was determined that Bay Care did not have sufficient resources available. Instead, OP will partner with Premier Community Health Care (a Federally Qualified Health Center (FQHC) in Pasco County) to complete screenings, referrals, and evaluations. OP will train Premiere staff on how to implement the program at their site as opposed to embedding their own staff. This will assist with OP's long-term sustainability objectives.

- OP will serve three distinct client populations. They plan to work with pregnant and/or parenting women first. They will then begin enrolling elderly and veteran clients once their relationship with Premiere Community Health Care is secured and a referral protocol is established.

- OP is in the process of implementing different mobile applications for clients. They will issue iPads and/or smartphones as needed. The applications will be useful to track client progress, supplement aftercare services, and help connect clients to primary care services in Pasco County.

- Clients are encouraged to "bring their own device." OP can place trackers on OP-provided devices and wipe the technology, if needed.

- OP has enrolled five clients into their program.

- OP has experience utilizing different technology platforms to enhance client outcomes. They have offered telehealth counseling (i.e., e-therapy) to clients for 7 years. The OP team commented that technology provides a lot more access to clients during times when they are not in the office.

- OP has developed a private and secure "room" for their clients using the *In the Rooms* social networking site. Dave Wanser (JBS) commented that other TAC programs have adopted *In the Rooms* and find it to be quite popular among users.

- OP is considering incorporating other mobile applications into their program. They have identified four other free applications that address substance abuse, behavior change, health and wellness, and issues pertaining to pregnant women. Dave mentioned that the Ideas Exchange has a number of resources available on mobile applications that may be helpful to reference.

- Dianne Clarke (OP Executive Director) said that OP has a protocol in place for adopting new evidence-based strategies. Proposed items are reviewed internally to make sure staff and clients are on board.

- OP is collaborating with fellow TAC grantee The Centers, Inc., a subcontractor based in Ocala, Florida. OP staff recently delivered a 20-hour training on telehealth technology to The Centers team. OP has also connected with sister site – Spectrum Programs, Inc. – in Miami.

Evaluation

- Wendy Danicourt (OP Program Manager) reported that OP developed a checklist (originally for their e-therapy program) to assess client access and preference for using technology. What they have learned is that most clients are not tech savvy but are receptive to learning. Client feedback has been instrumental in identifying possible barriers and spurring modifications, as needed.

- Dave reported that 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)

<u>Upcoming Events</u>

- 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 OP 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)

- JBS would like to complete an informal site visit in late January (the last two weeks of the month). The site visit is an opportunity to review OP'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 OP could get a sense of the topics JBS would like to cover and the individuals they would like to meet with.

<u>Other</u>

- The OP team has used the Ideas Exchange. They find it to be a helpful resource.

- Wilson Washington (SAMHSA) asked OP to think about key areas of technical assistance that could be addressed during the site visit. He also asked the team to consider lessons learned that might be helpful for other grantees to draw from.

- Mark Vargo (OP Evaluator) is working on the program's continuation application, which is due to SAMHSA in mid-January.

Action Steps

- JBS will follow up with dates to conduct an implementation site visit in late January.