

***Division of Services Improvement, Clinical Technical Assistance Project***  
**Technology-Assisted Care**  
**Native American Health Center (NAHC)**  
**Orientation Call Summary**  
**November 25, 2013 • 2:00 pm ET**

**Submitted to:** Danielle Tarino, Podge Thomas, Alex Denning

**Date of Submission:** December 4, 2013

**Attendees**

**Substance Abuse and Mental Health Services Administration (SAMHSA):** Danielle Tarino

**Native American Health Center (NAHC):** Podge Thomas, Alex Denning

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

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**Meeting Purpose**

The purpose of the call is to make introductions between the SAMHSA Government Project Officer (GPO), Danielle Tarino, members of the Native American Health Center team, and the technical assistance contractors at JBS International, Inc. SAMHSA and JBS are committed to helping the Native American Health Center (NAHC) succeed and would like to assess how they can provide assistance with program implementation needs.

**Grantee Program**

**Background**

- Podge Thomas is the project director at NAHC, officially as of last week, but has been transitioning the past 9 months. Alex Denning serves as the Evaluator and has been with NAHC for about a year. Podge has experience with state grants while Alex has experience with federal grants, including those from SAMHSA.
- The program, iNative, integrates Next Gen EHR, telehealth, and text.
- NAHC would like to utilize their client survey and get solid data before servicing its first set of clients. This will likely occur around February.

**Technology**

- Alex Denning (NAHC) is in the process of completing the implementation of the NextGen EHR. There are many staff members that work on health information technology, and Alex has been able to learn from their expertise.
- NAHC is looking at different portals they may want to create. Podge (NAHC) is hoping to integrate peer-to-peer online support into the portal. Additionally, a goal is to have the Recovery Coach interact with the clients online.
- Alex is waiting for the results from the technology survey to assess client needs for each part of the program: EHR, telehealth, and text messaging. Alex is hopeful NAHC can launch the program in February, after the collaborative results are analyzed.

- NAHC would like to be able to track website use once it is up and running. JBS has staff knowledgeable in this area, as well as a presentation on Google Analytics on the Ideas Exchange: <https://www.ideas-exchange.net/learn/resources/google-analytics-academy>
- There are currently no telehealth services in place. NAHC is currently looking at an application from the University of California, Davis.
  - Podge inquired about billing for telepsychiatry services. Dave Wanser (JBS) informed NAHC that the decisions and policies around billing depend on state policy; however, there is a helpful resource, the California Telehealth Resource Center ([www.caltrc.org](http://www.caltrc.org)) that has a range of training resources.
  - NAHC would like to offer group therapy through telehealth, but it is important to note that group therapy makes connections more complicated and robust technology is necessary to host group sessions. Discussion boards and chats are possibly a better way for multiple individuals to interact.
  - Other grantees have separate telehealth and portal applications, while using the portal as the entry point for accessing a personal health record. Others have integrated their telehealth services through the portal.
- Dave (JBS) noted that staff resistance is a barrier to technology adoption. In fact, clients are likely to be more acclimated to it than the staff providing the services. It is essential that the workflow process is considered when using telehealth.

#### Evaluation

- Dave (JBS) mentioned the overarching goal of the TAC Evaluation Workgroup was to develop a set of evaluation questions to assess technology's impact on client outcomes across program sites. The questions target three areas: client satisfaction/efficacy, dosage, and impact. The final questions will be shared during the next biweekly TAC grantee call (scheduled for December 5, 2013 at 1:00 pm), at which point JBS will also recruit for programs interested in piloting the questions.
- Alex is interested in joining the Evaluation Workgroup.

#### GPRA

- Alex (NAHC) inquired if there is a protocol when using technology to collect GPRA data. Dave stated that other grantees gather data through various avenues: online, on the phone, as well as traditional face-to-face interactions. It is important that redundancy is reduced when collecting GPRA as a part of the intake and assessment process.

#### **Recommendations**

- The Ideas Exchange is a great resource for grantee collaboration. The biweekly grantee calls, and the grantee conference in March 2014 are also excellent opportunities for grantees to learn from each other.
- SAMHSA and JBS want NAHC to succeed. Please do not hesitate to contact us for any technical assistance needs.

#### **Action Steps**

- Alex (NAHC) will be added to the Evaluation Workgroup, and JBS will provide the current evaluation questions document.
- The link to the Google Analytics Academy presentation is located on the IE at: <https://www.ideas-exchange.net/learn/resources/google-analytics-academy>

- State-by-state breakdown of telehealth laws and reimbursement can be referenced on the Ideas Exchange at: <https://www.ideas-exchange.net/learn/resources/state-telehealth-laws-and-reimbursement-policies>
- SAMHSA and JBS would like NAHC to share their technology survey results.
- A site visit from JBS (Dave Wanser and Iris Chai) is pending for February.

**Next meeting:** TBD