Division of Services Improvement, Clinical Technical Assistance Project
Technology-Assisted Care
Native American Health Center (NAHC)
Call Summary
August 28, 2014 • 11:00 am ET

Submitted to: Danielle Tarino, Podge Thomas
Date of Submission: September 3, 2014

Attendees

Substance Abuse and Mental Health Services Administration (SAMHSA): Danielle Tarino
Native American Health Center (NAHC): Podge Thomas
JBS International (JBS): Dave Wanser, Leslie McElligott, Iris Chai
_____

Meeting Purpose
The purpose of the follow-up call was to get an update regarding Native American Health Center's iNative program activities and implementation progress since the site visit in March 2014.

Grantee Progress

Technology
- Five laptops have been ordered to be used for a computer lab for the iNative program.
- The program has adapted the café model for computer use. The model appears to be successful with the clients in helping them become more acquainted with technology.
- A closed group was established lasting approximately 8 weeks, to help clients develop basic computer literacy skills. The group helped familiarize clients with using the computer, browsing the Internet, and using new applications such as email and Google docs. The clients also shared their stories on a Website they learned to build. Since the group was so successful, iNative hopes to establish another group also focusing on basic computer literacy.
- The new website has received positive feedback from clients as it includes helpful online resources.
- The portal is being developed by an external vendor, not through NextGen (the electronic health record (EHR) vendor). The program experienced technical challenges, although portal development is moving forward and expected to launch October 2014.

Moving Forward
- Moving into Year 2, the program would like to offer more technology based services to the clients and improve client attendance.
- The agency is seeking health home accreditation, which will entail creating a wellness component. Consequently, the program will adapt a wellness program to fit the criteria of a health home.
- Some of the goals for the program moving forward include:
    o Setting up all clients with a Gmail account.
    o Gathering resources for the patient portal. Unfortunately, the portal is not as integrated with the NextGen EHR as was expected. Additionally, the user testing for the PHR was unsatisfactory.
- The program is hoping to further promote computer literacy initiatives and establish computer labs for the clients.

GPRA
- GPRA reporting in Year 1 started slowly for the program, but it is anticipated that the Year 2 intake will be on track, particularly since intake target revision was approved by SAMHSA.

- The staff has been keeping pace with the GPRA intakes and follow-up reports.

Other Items
- Alameda County is using telepsychiatry via phone; however they are in the process of moving to the Skype platform.
- The program has found there is great value in using recovery support specialists to help familiarize clients with technology. Recovery coaches can relate to clients in a multitude of ways.
- One of the staff members will be participating in a conference to learn how to provide effective training in learning new technology tools.

Action Items
- PodgeThomas (NAHC) would like to connect with other grantees that have established computer labs or work with clients around computer literacy. JBS can facilitate calls with fellow grantees at NAHC's convenience.