NATIONAL COUNCIL for Mental Wellbeing

CCBHC-E National Training and Technical Assistance Center

CCBHC Foundations Data Learning Series

Session 4

February 21, 2023

CCBHC-E National Training and Technical Assistance Center

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

Today's Objectives

- Review key points from Session 3
- Discuss infrastructure and workflow processes for NOMs data collection, analysis, and reporting
- Provide case examples of how to collect and analyze NOMs data to inform client care decision making

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Acknowledgements and Disclaimer

This session was made possible by Grant Number 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions, or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).

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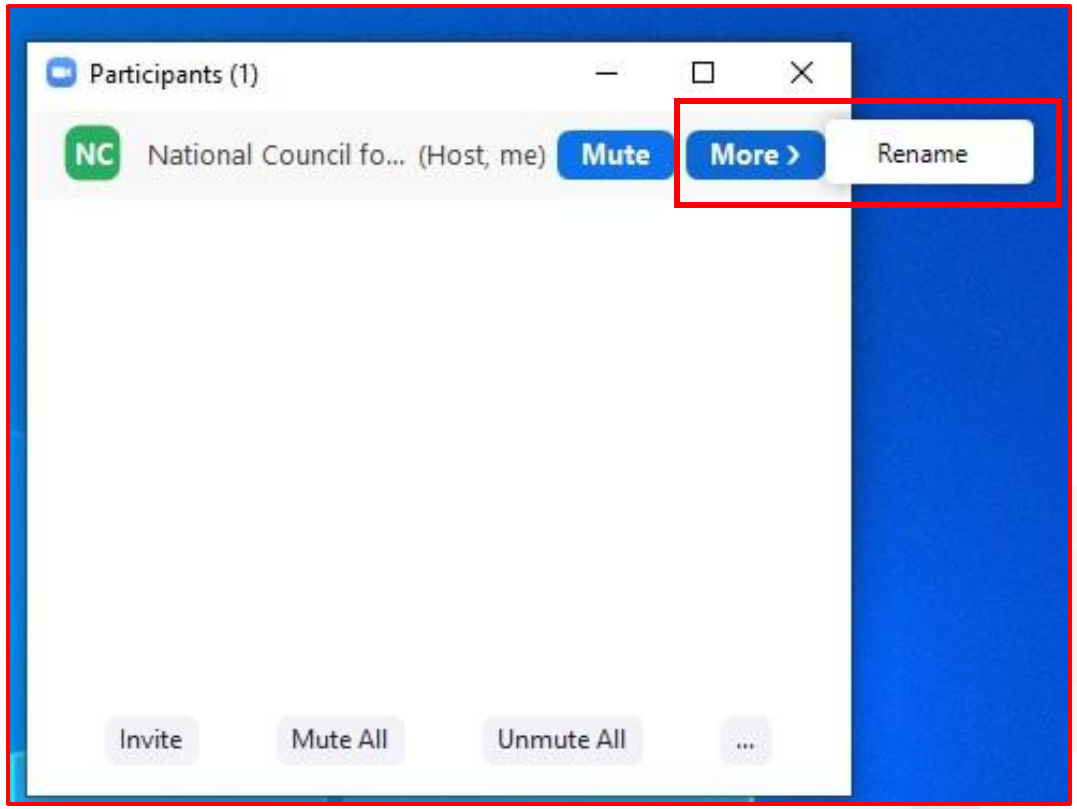
Logistics

- **Please rename yourself so your name includes your organization.**
  - *For example:*
    - Blaire Thomas, National Council
  - *To rename yourself:*
    - Click on the **Participants** icon at the bottom of the screen
    - Find your name and hover your mouse over it
    - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **Kathryn Catamura, National Council**



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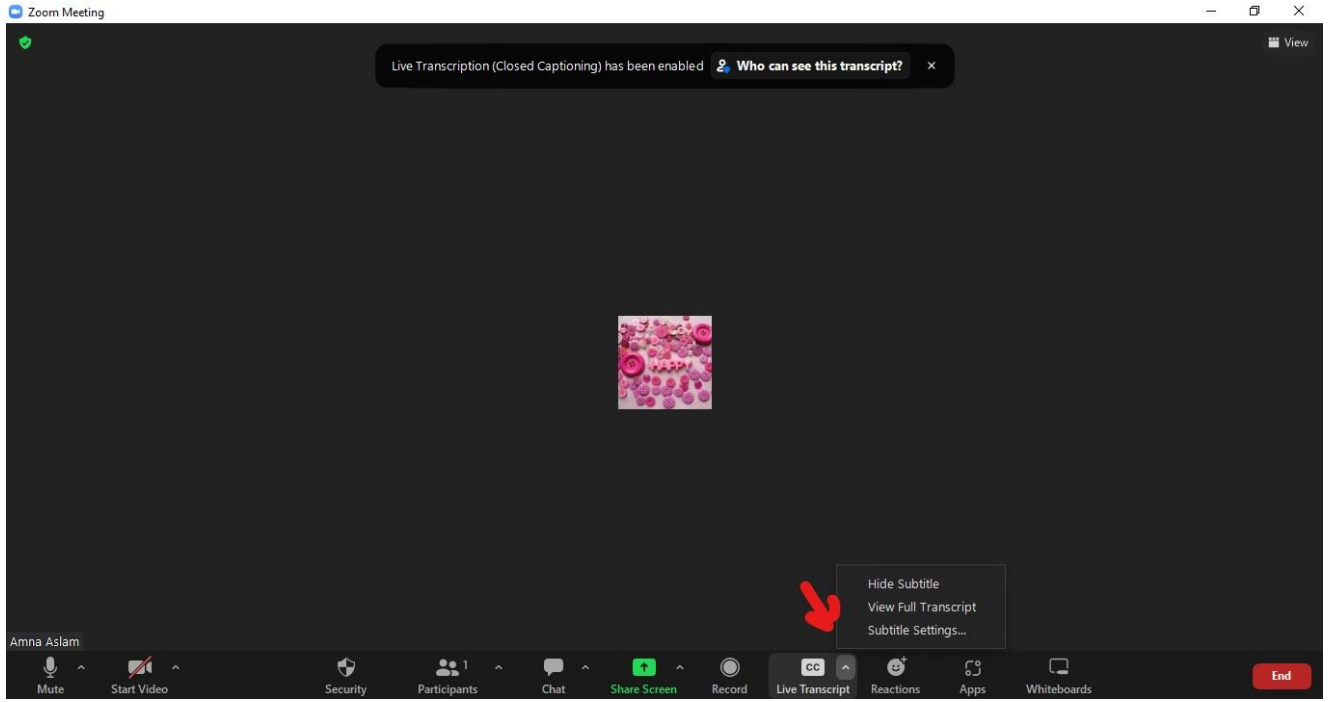
How to Enable Closed Captions (Live Transcript)

Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



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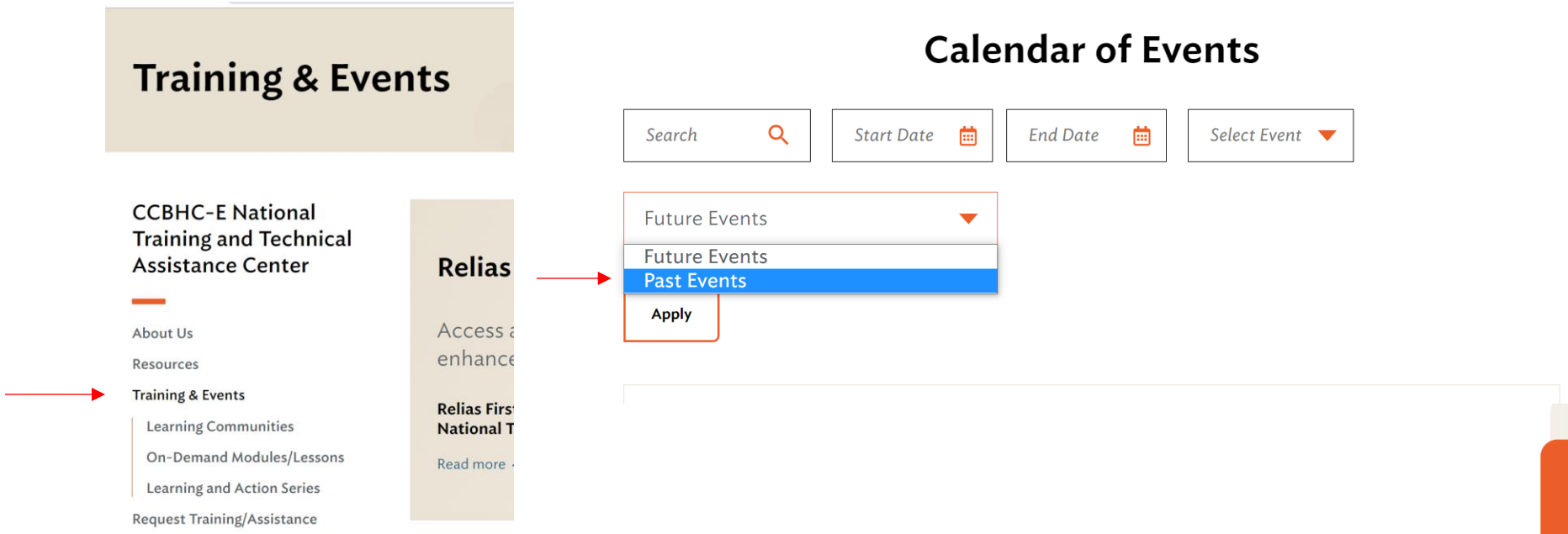
Today's Session: Slides and Recording

Slides and the session recording link will be available on the CCBHC-E NTTAC website under "Training and Events" > "Past Events" within 2 business days.



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Today's Agenda

- Session 3 Recap
- Building Infrastructure and Practices for NOMs Data Collection, Analysis, and Reporting
- Case Examples
- Sharing and Preparing for Next Session

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Today's Presenters

Jesse Sieger-Walls, MSW, LCSW, PhD
Principal and Director of
Population Health, TriWest Group

Leigh Fischer, MPH
Principal, TriWest Group

Eric Sagel
EMR and Data Services
North Range Behavioral Health

John Gavino, LCSW, BHWC
Associate Chief Program Officer
Family and Children's Services, Inc.

TriWest Health + Human Service Evaluation + Consulting

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Learning Series Curriculum

Month	Topic
Nov 2022	Orientation and Attestation
Dec 2022	Building Infrastructure for Data Collection, Analysis, Reporting, and Continuous Quality Improvement
Jan 2023	Designing an Effective Community Needs Assessment
Feb 2023	Building Infrastructure and Practices for NOMs Data Collection, Analysis, and Reporting
Mar 2023	Building Infrastructure for Population Health Management and Risk Stratification
Apr 2023	Review and Wrap-Up

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Session 3 Recap: Designing an Effective Community Needs Assessment

- Identify needs, current conditions, and desired services or outcomes in the community
- Assess program capacity to meet the needs of the population to be served
- Examine internal and external factors that affect access to and quality of care
- Identify opportunities to increase access and engagement to reduce behavioral health disparities
- Link findings to CCBHC certification criteria: staffing, language and culture, services, locations, service hours, and evidence-based practices

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Elements of a Needs Assessment

Description of the service area (e.g., physical boundaries and size of the service area, service sites)

Prevalence of mental health and substance use conditions and related needs

Economic factors and social determinants of health affecting access to services

Cultures and languages in the service area

Identification of the underserved population(s)

Description of how the staffing plan does and/or will address findings

Plans to update the community needs assessment every 3 years

Input from consumers & family members, care coordination partners, & other key informants

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More Questions About Your Needs Assessment?

- Join us for Office Hours!
  Tuesday, March 7th, 2:00 – 3:00 p.m. Eastern
- Review resources and materials found at the end of the slide deck from Session 3 (January)

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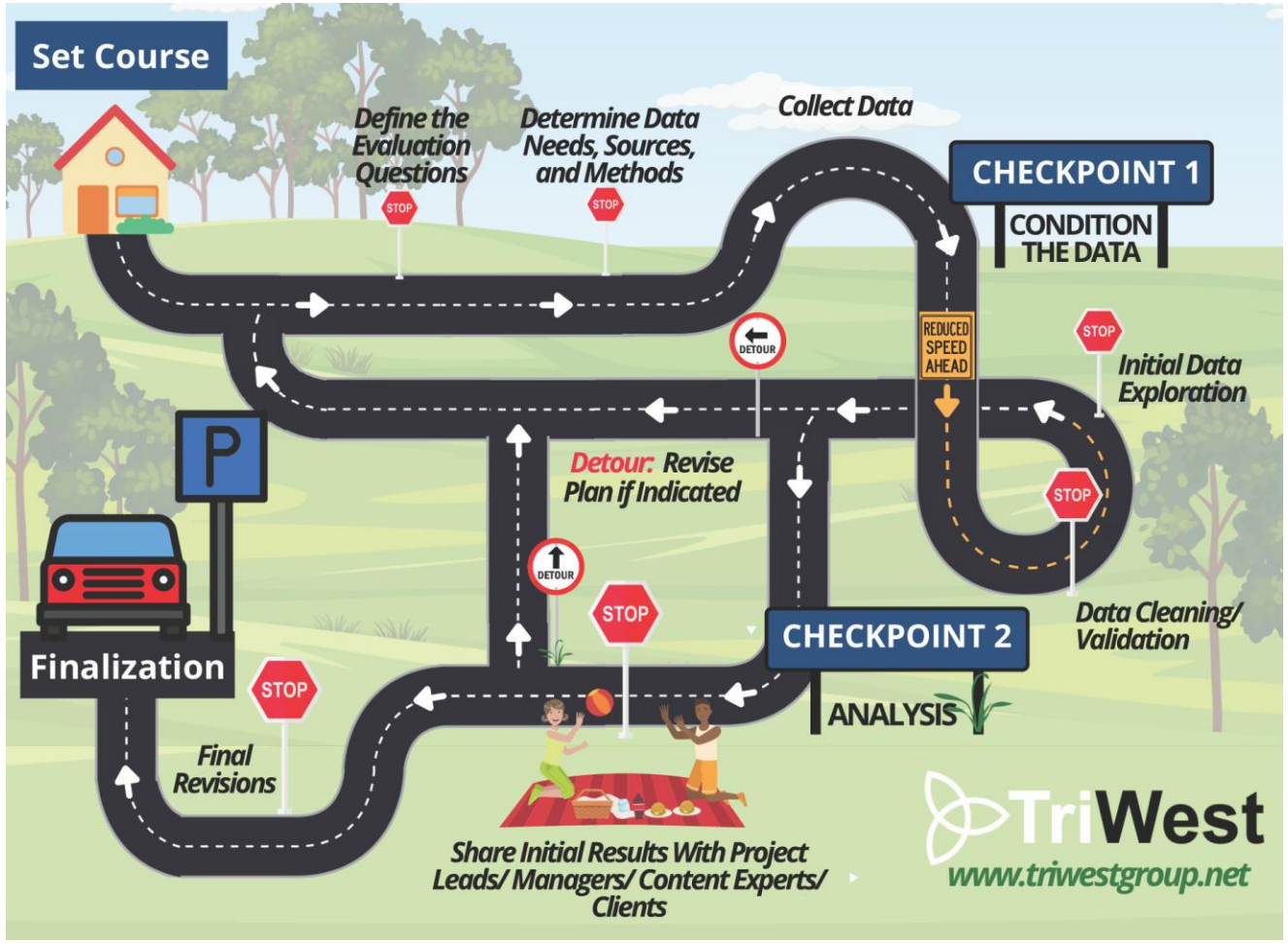
Data-Driven Project Roadmap



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Session 4: Building Infrastructure for NOMs

- Establish your data team!
- Draft and test workflows for NOMs data collection
  - Randomization (for FY2022 PDI and IA grantees)
  - Baseline
  - Reassessment
  - Discharge
- Determine roles and responsibilities, and train staff using SPARS resources
  - Data collection
  - SPARS entry
- Develop processes for monitoring
- Report and share results

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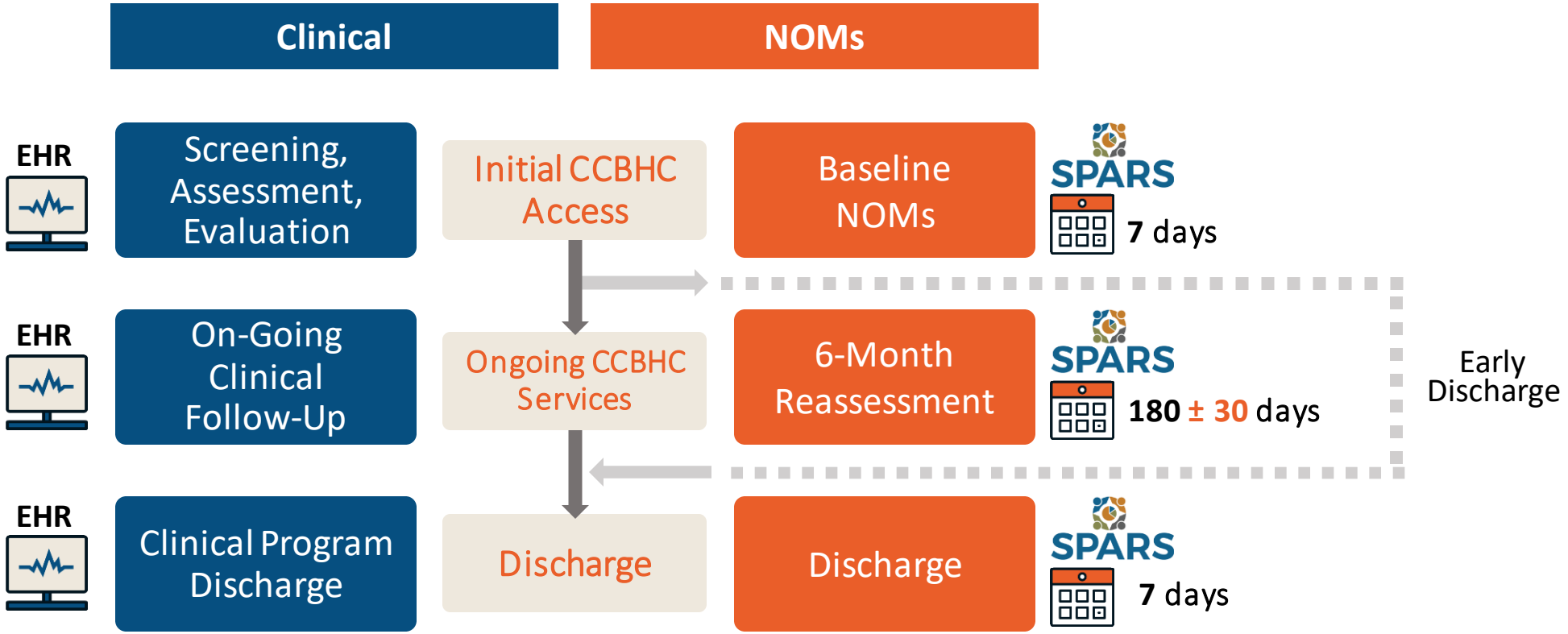
NOMs Collection and Clinical Workflow Example



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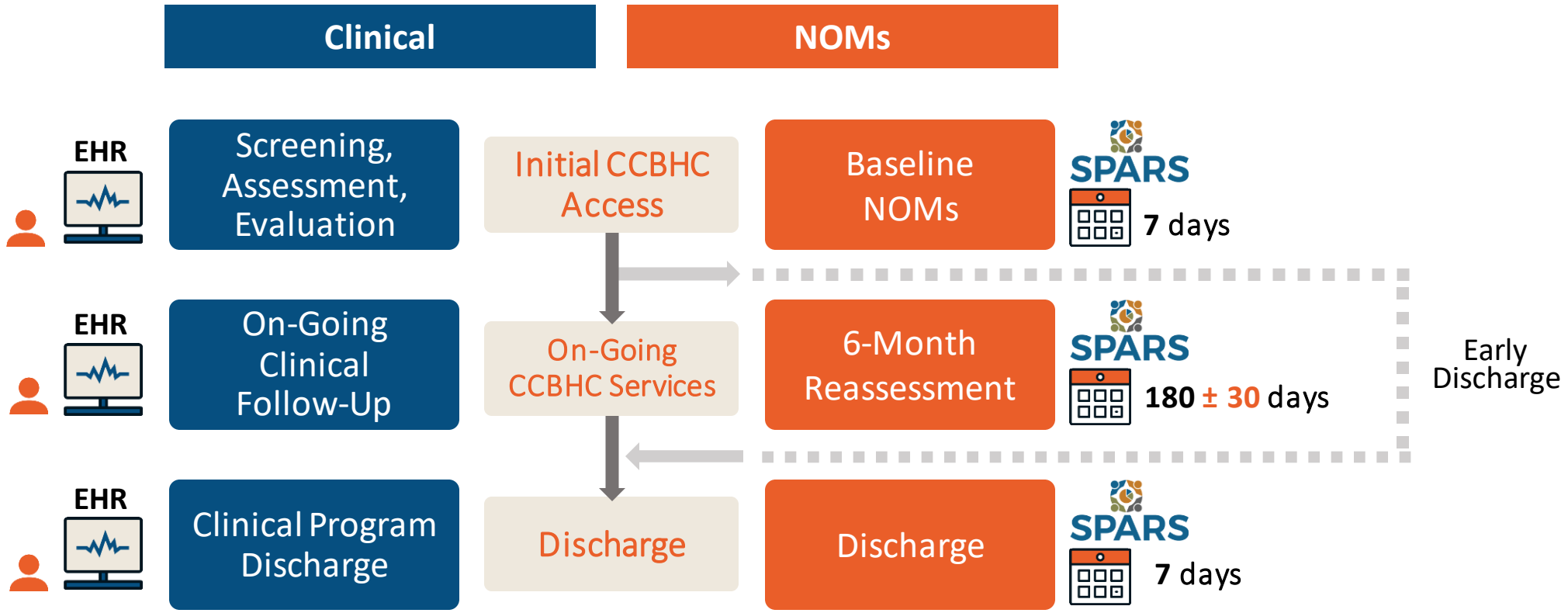
NOMs Collection and Clinical Workflow Example



Examples of team members who can administer NOMs

Admin Support | **Evaluator** | **Clinician** | **RSS/Care Coordinator**

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NOMs Collection and Clinical Workflow Example

Roles	Randomization/ Sampling	Baseline Data Collection	Follow-Up/ Discharge Data Collection	Follow-Up & Discharge Monitoring	SPARS Data Entry	Data Collection Process Monitoring
Admin Support						
Evaluator						
Clinician						
RSS/Care Coordinator						

Admin Support

Evaluator

Clinician

RSS/Care Coordinator

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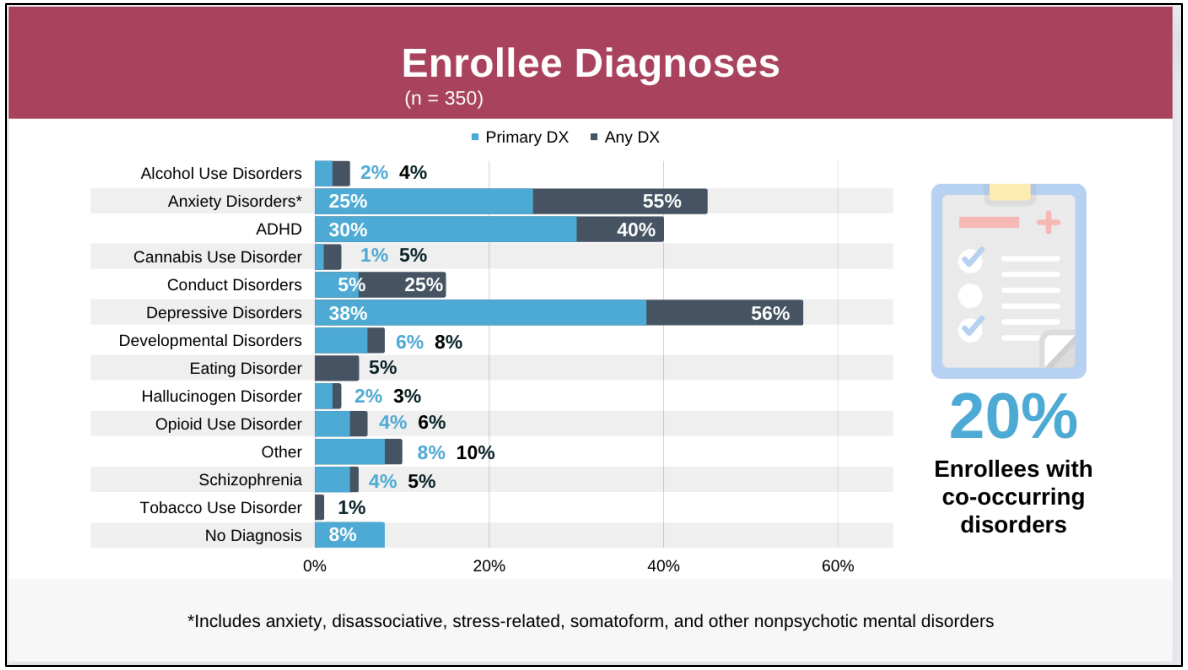
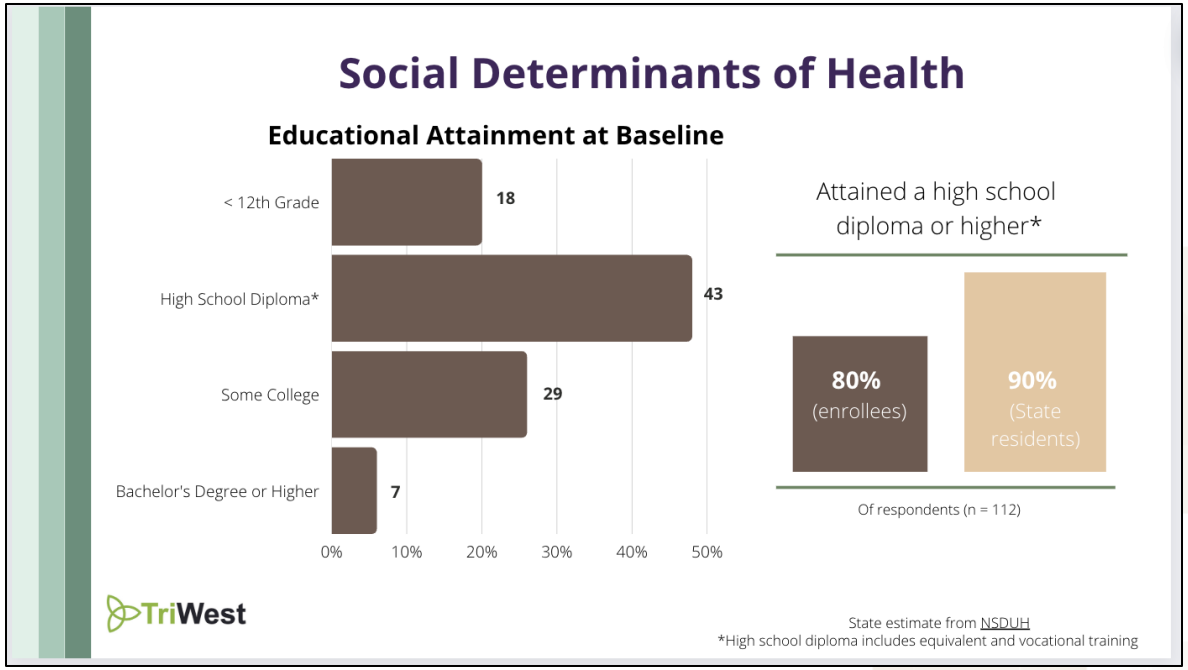
Reporting and Sharing Results





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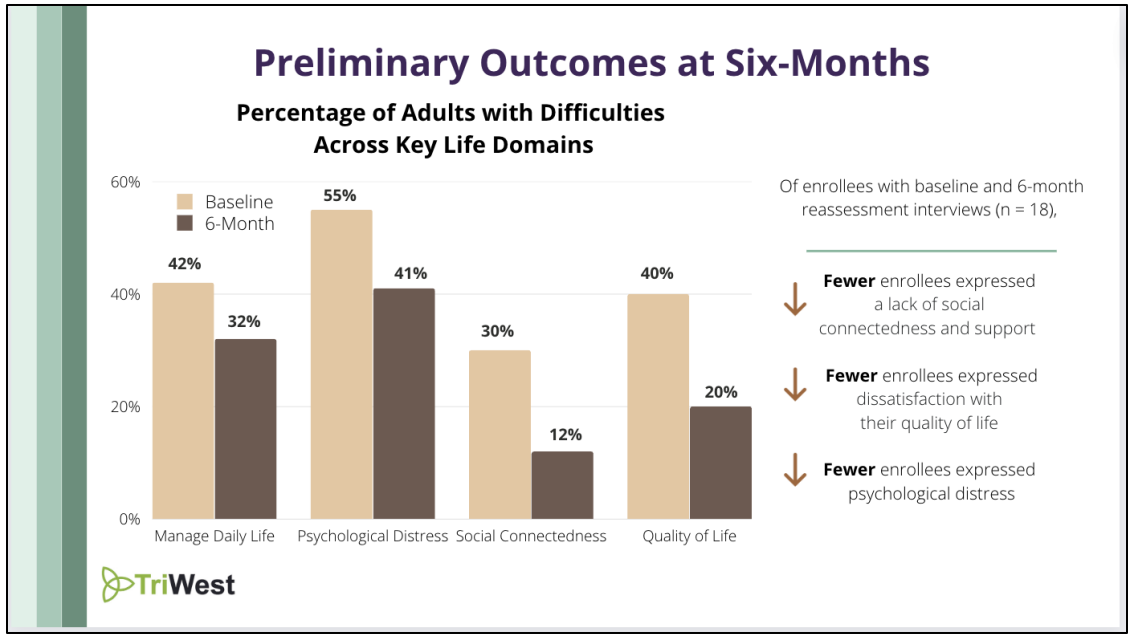
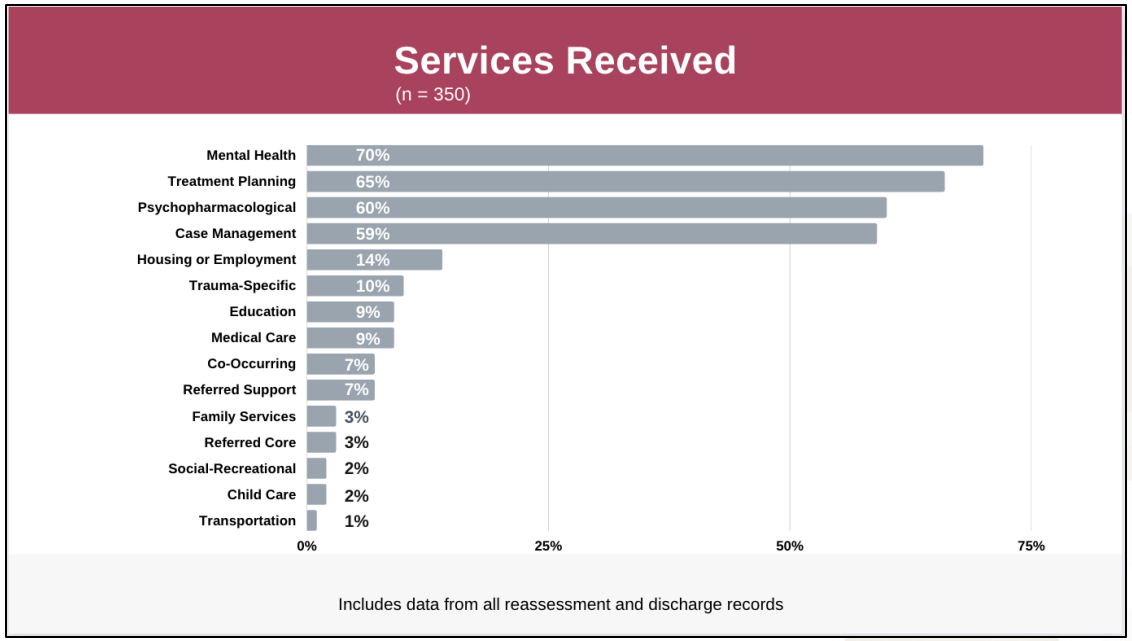
Reporting and Sharing Results





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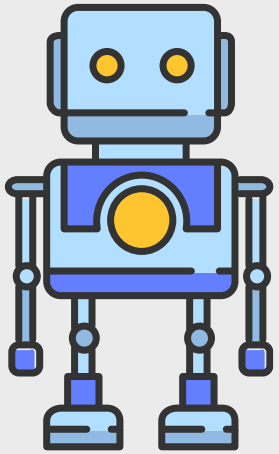
NORTH RANGE
BEHAVIORAL HEALTH



Case Example: Humans & Robots - Automating NOMs Entry

About North Range Behavioral Health

- North Range Behavioral Health provides quality, comprehensive care or people who face mental health and substance use disorder challenges. Our integrated, comprehensive treatment programs provide accessible and convenient therapy, substance use disorder treatment, and behavioral healthcare options that have helped people maintain, restore, and repair wellbeing for over 50 years.

- As the community mental health center for Weld County in Colorado, we serve children, youth, adults, and families, across a wide spectrum of needs and economic status. We also provide critical services such as 24/7/365 mobile crisis teams and immediate screening and risk assessment. Our Certified Community Behavioral Health Clinic (CCBHC) designation requires us to adhere to standards that create easier access to care and enhanced services for those who need mental health and substance use treatment.

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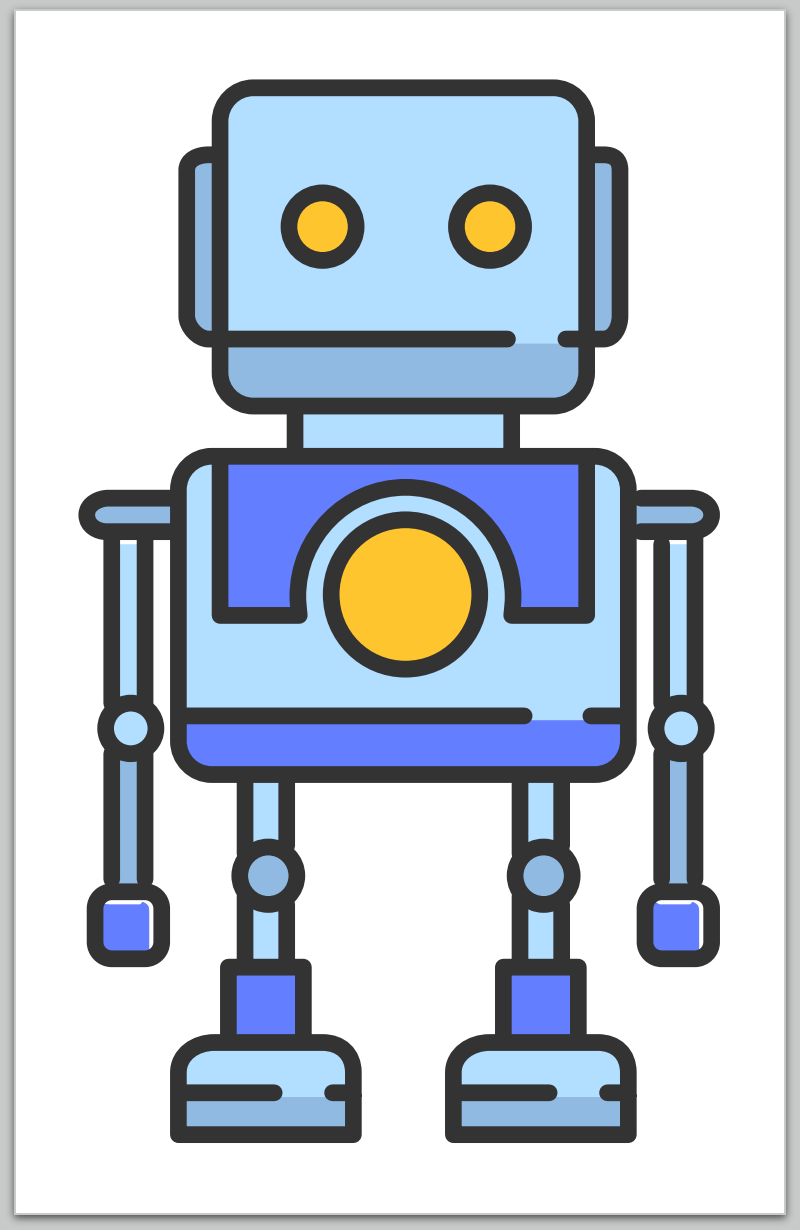

What is RPA (Robotic Process Automation)

- “Put simply, the role of RPA is to automate repetitive tasks that were previously handled by humans. The software is programmed to do repetitive tasks across applications and systems. The software is taught a workflow with multiple steps and applications.”

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North Range Behavioral Health
NOMs Collection and Clinical Workflow Example

Roles	Randomization/ Sampling	Baseline Data Collection	Follow-Up/ Discharge Data Collection	Follow-Up & Discharge Monitoring	SPARS Data Entry	Data Collection Process Monitoring
Nommie/ Automation						
Evaluator						
Access Team						

Nommie **Evaluator** **Access Team**

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Tools Used

Datawarehouse

UI PATH (RPA)

Avatar NX

Tableau &
Tableau Prep

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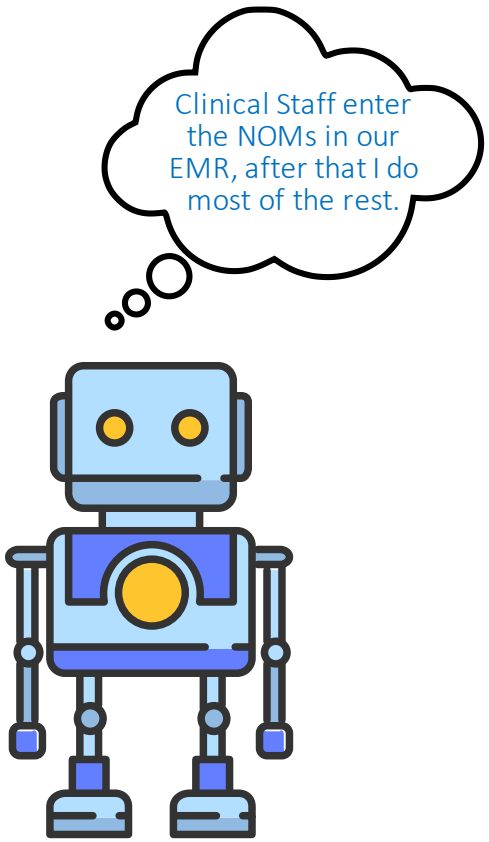

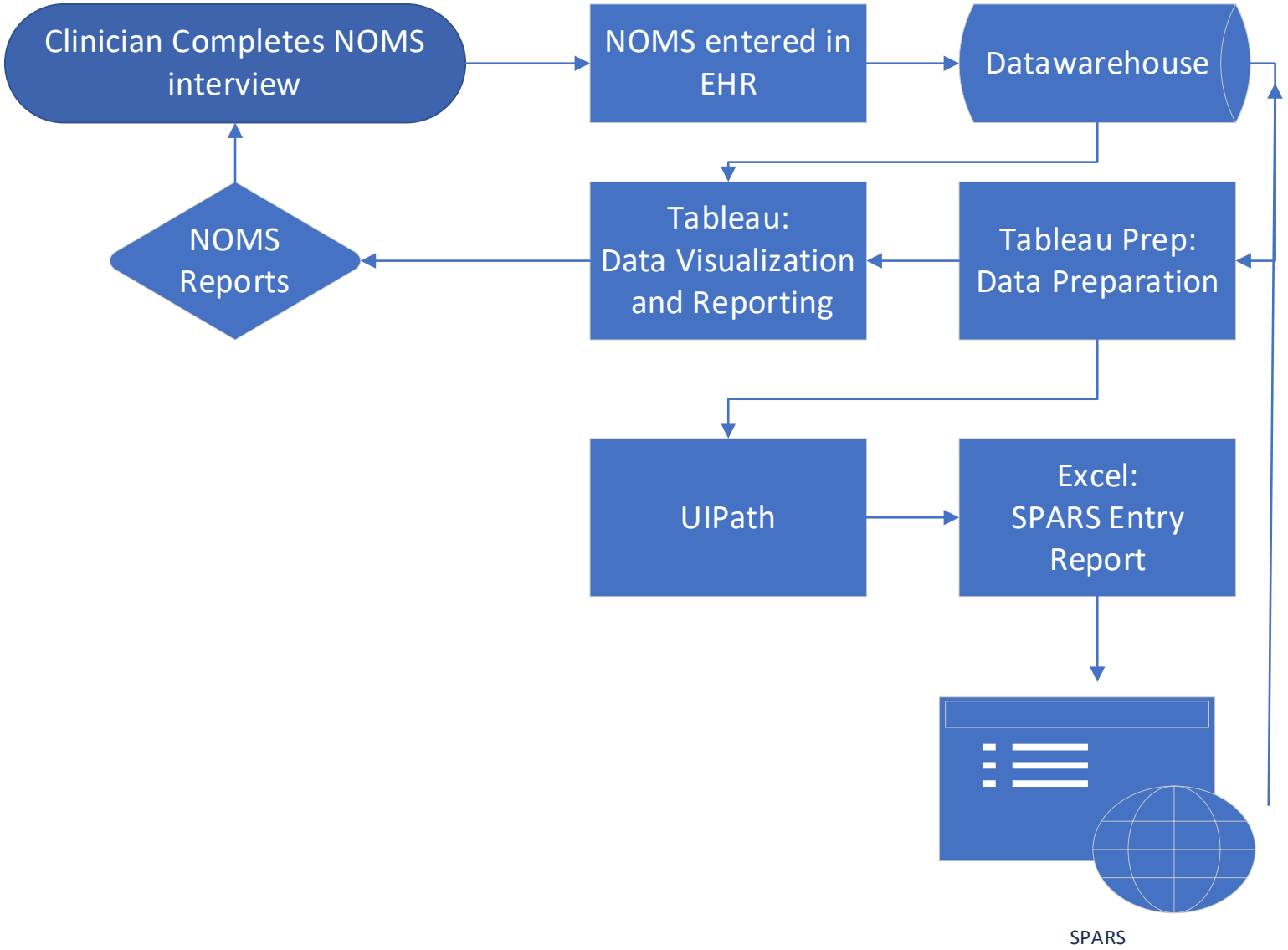

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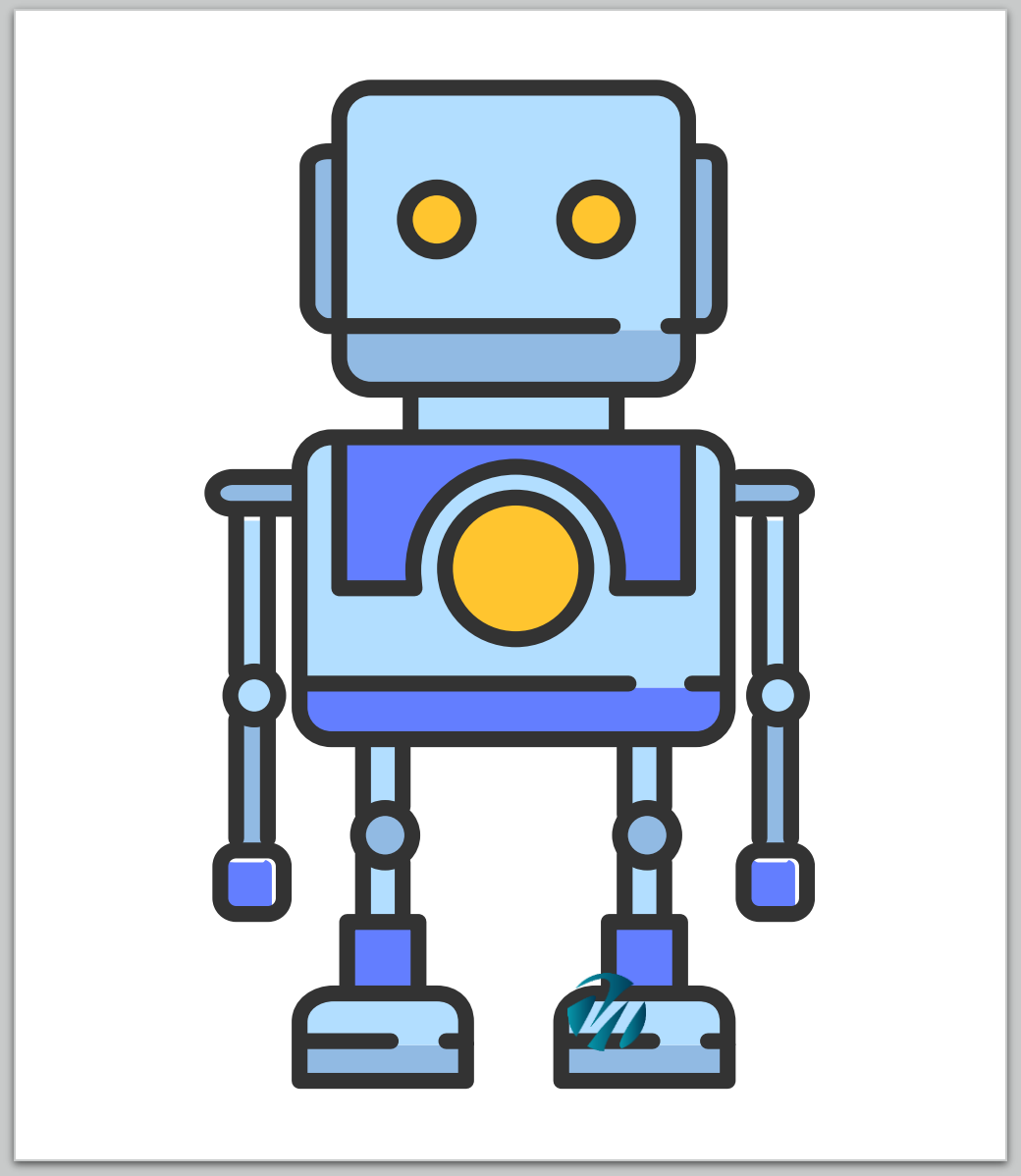

Nommie

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Benefits and Outcomes

- Less time tracking clients; more time engaging
- Automation exposed issues in data collection and entry
- Accurate and timely entry into SPARS

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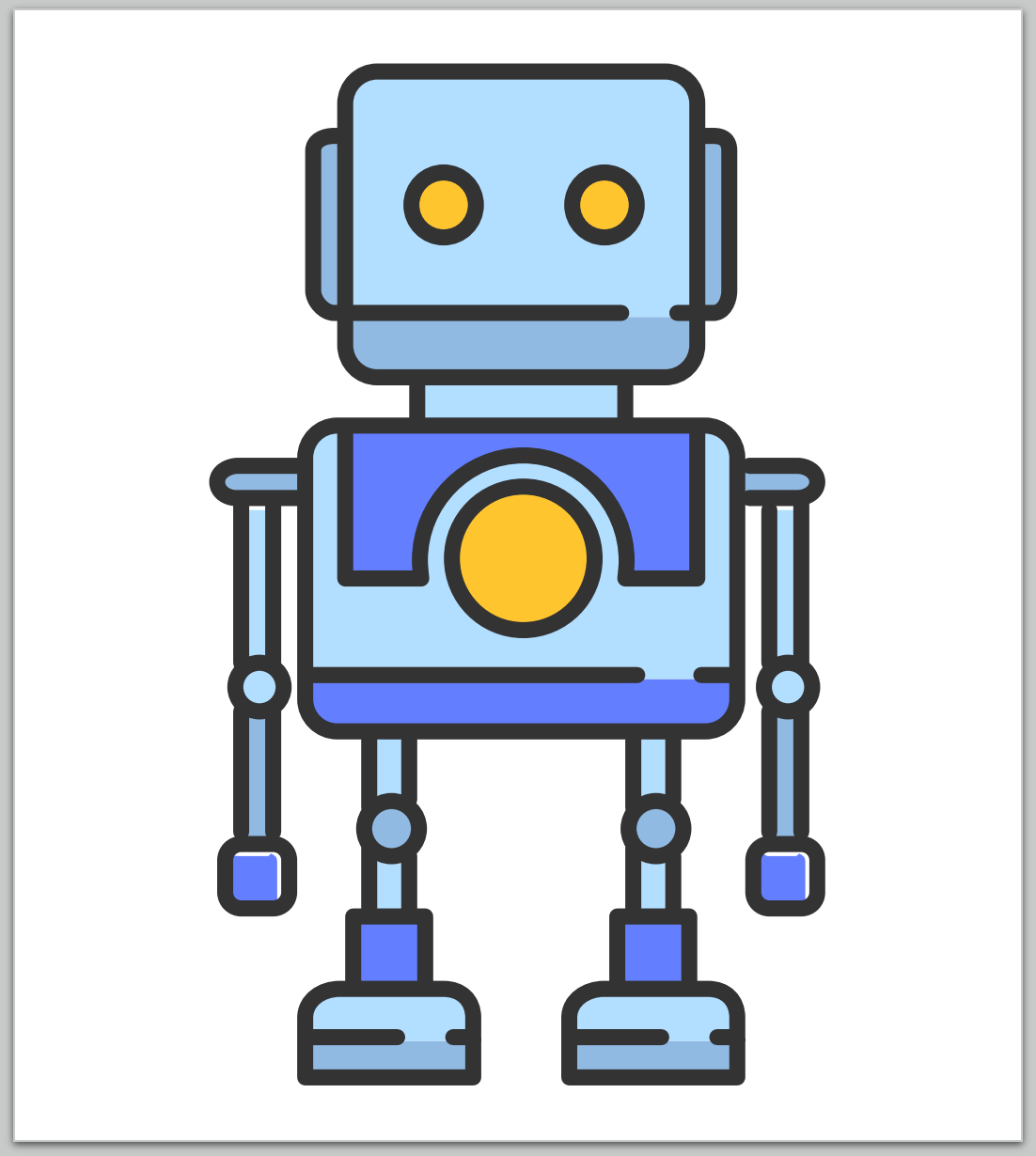

Questions?

Eric Sagel

Business Intelligence Report Developer

Eric.Sagel@NorthRange.org

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Case Example: NOMs Data Infrastructure

National Outcome Measures

- Data Specialist -Role
- Tracking Spreadsheet
- Electronic Health Record- NOMS Entry
- Emails
- Placeholders
- Outreach Text Messages
- Tracking of Reassessment Rates
- Discharges-Reports
- Reassessment Rates
- Data Meetings

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Data Specialist

- Effectively monitors, administers, and tracks all NOMs and data collection tools and assessments.
- Schedules clients for data collection, report out to staff data due dates and data entry into SPARS.
- Position will communicate program outcomes and trends to supervisor, program Evaluator, and team for effective data driven decision making.

Tracking Spreadsheets

- Spreadsheet for Staff
  - Dates of eligibility for NOMS
  - Uploaded on Team SharePoint Site

SPARS_	patid	client_name	Admitting_Clinician	Baseline_Da	Reassessme	Earliest Date of Eligibili	Due Date	Latest Date of Eligibili	Next_Appt	Cell_Phone
5000	123	Test Client 1	Staff 1	1/31/2022	6th-month	6/30/2022	7/31/2022	8/31/2022	7/9/2022	123-456-7890
5001	456	Test Client 2	Staff 2	2/2/2022	6th-month	7/2/2022	8/2/2022	9/2/2022	7/20/2022	456-7890-123
5002	789	Test Client 3	Staff 3	2/8/2022	6th-month	7/8/2022	8/8/2022	9/8/2022	7/11/2022	789-123-4567

- Spreadsheet for Data Specialist
  - Data entry into SPARS

SPARS ID	FCS Pat_ID	First Name	Last Name	Date of SPARS Intal	SPARS Intake Entered Initi	Intake SPARS enter	Discharge Da	6 - Month Initials	6-m SPARS entered
5000	123	Test	Client 1	1/31/2022	SW	1/31/2022	12/2/2022	SK	7/15/2022
5001	456	Test	Client 2	2/2/2022	SW	2/2/2022		SK	8/1/2022
5002	789	Test	Client 3	2/8/2022	SW	2/8/2022	5/1/2022		

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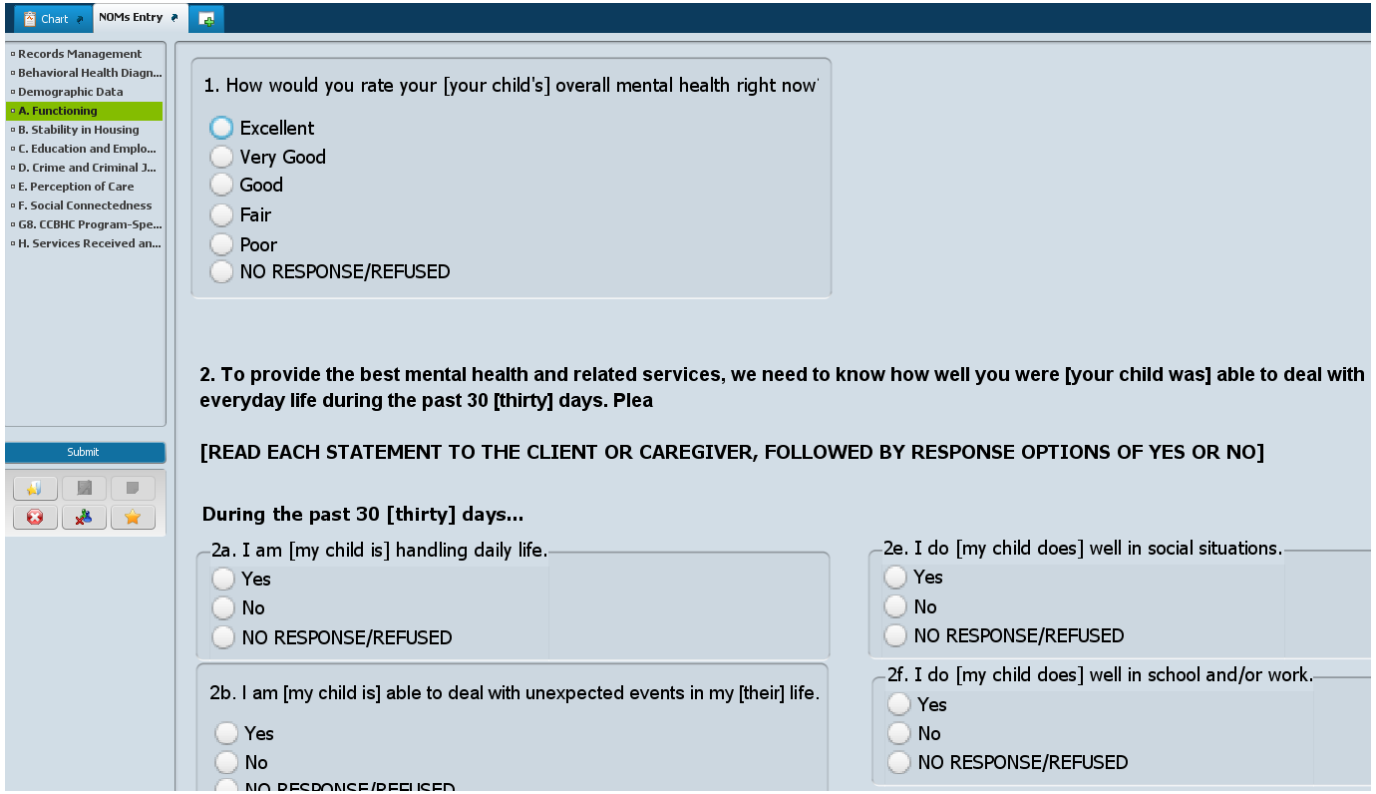
Electronic Health Record - NOMS Entry

- PDF or NOMS in the EHR



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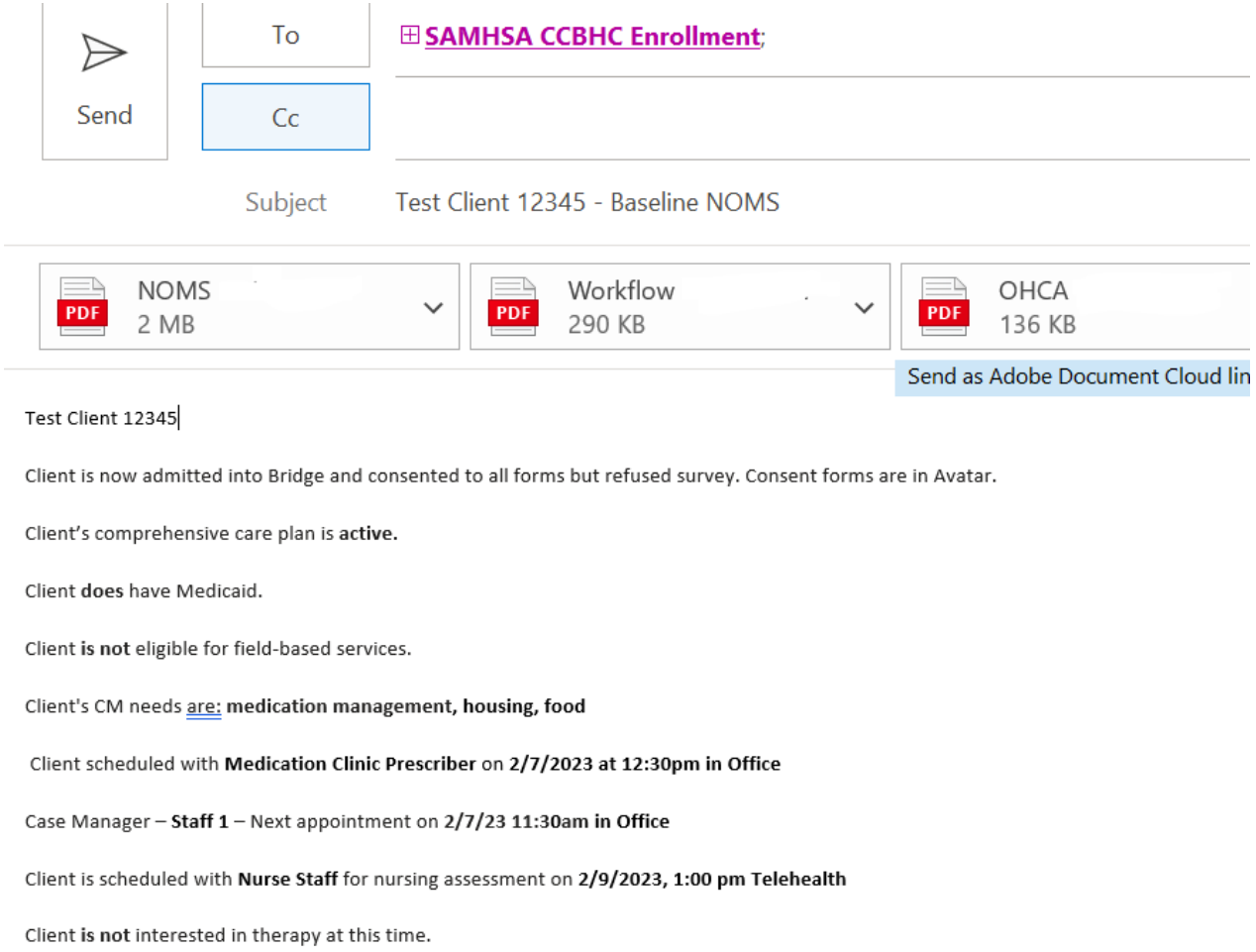
Emails

- Email group
- Key information in email
- Attachments



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More Emails: Reminders to Staff

REASSESSMENTS DUE

Brenda Wooten
To Carlos Meeks
Cc John Gavino; Wakeelah Adelegan; Ashleigh Means
Retention Policy Never Delete Anything (Never) Expires Never

PLACEHOLDERS:

ROBERT: Test Client 1; 6MO
Test Client 2; 6MO ****SPARS LOCK 9/2/22****

KANDRA: Test Client 3; 6MO

LAUREN: Test Client 4; 6MO

SPARS_	patid	client_name	Admitting_Clinician	Baseline_Da	Reassessme	Earliest Date of Eligibili	Due Date	Latest Date of Eligibili	Next_Appt	Cell_Phone
5000	123	Test Client 1	Staff 1	1/31/2022	6th-month	6/30/2022	7/31/2022	8/31/2022	8/25/2022	123-456-7890
5001	456	Test Client 2	Staff 2	2/2/2022	6th-month	7/2/2022	8/2/2022	9/2/2022	9/1/2022	456-7890-123
5002	789	Test Client 3	Staff 3	2/8/2022	6th-month	7/8/2022	8/8/2022	9/8/2022		789-123-4567

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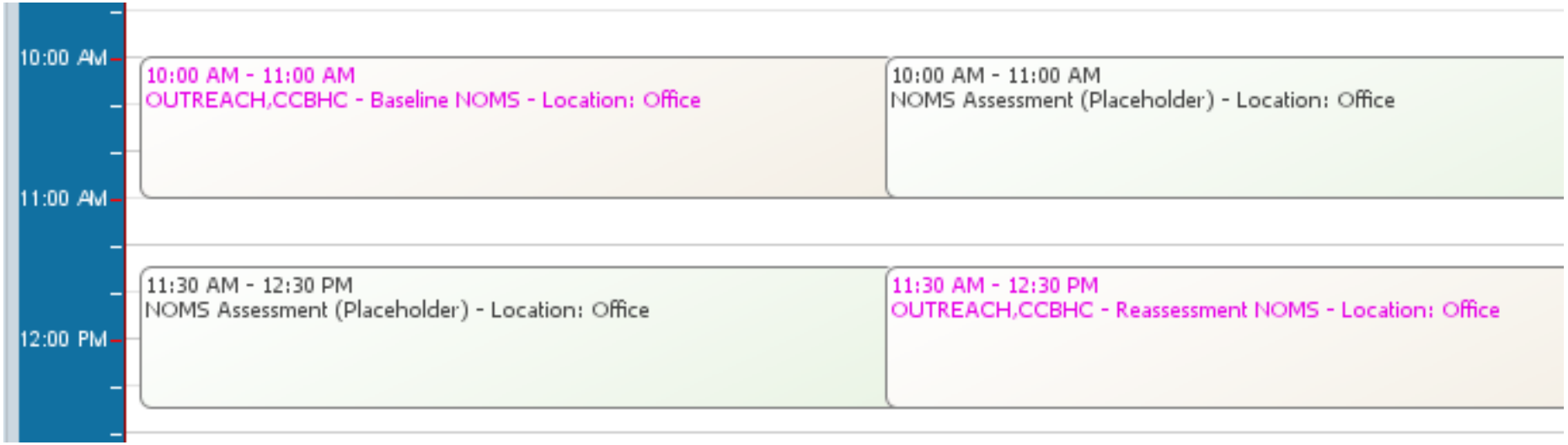
Placeholders

- Placeholders go over scheduled appointments
    - Notifies Staff on baselines, reassessments, and discharges



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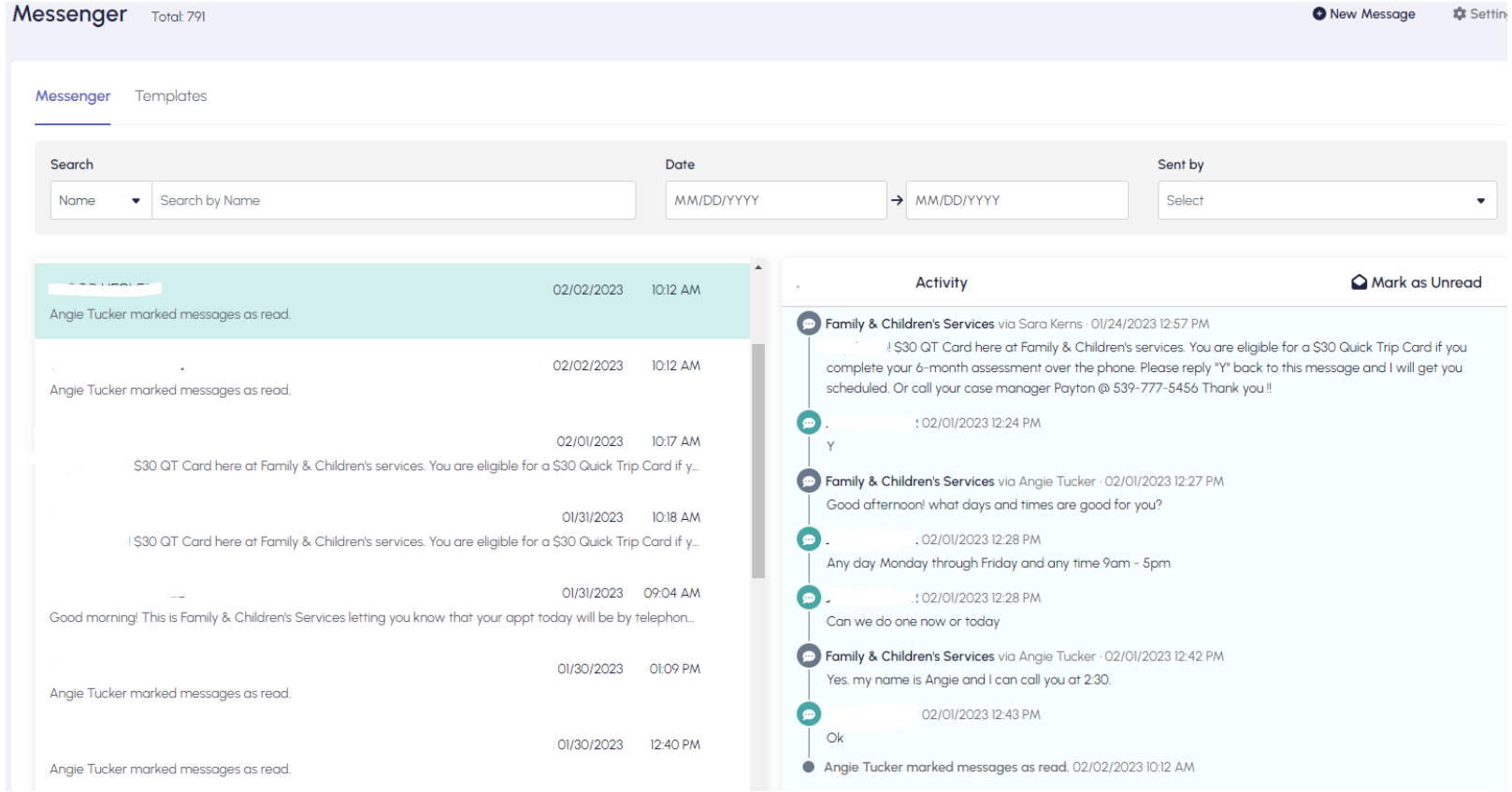
Outreach Text Messages

- Text messages get better responses than voicemails



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SPARS Entry

Interviews for 5001

				Assessment	Interview Date	Updated Date	Conducted?
View	Edit	Del	Print	Baseline Assessment	1/31/2022	01/31/2022	Yes
View	Edit	Del	Print	6-Month Reassessment	8/24/2022	08/24/2022	Yes
View	Edit	Del	Print	Clinical Discharge	12/2/2022	12/06/2022	Yes

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Discharges-Reports

- Tracking your client discharges is essential to monitor client activity and to keep your reassessment rates manageable.

Tracking Reassessment Rates

- Frequent monitoring of reassessment rates

CMHS Performance Report

11:11 Wednesday, February 16, 2022

Program	Cohort	Grant ID	Grant Org Info	GPO	Grantee has set Services goals for FFY 2022 & all future years[2,3]	Grantee has served at least 70% of Services goal for FFY 2022[2,4,5]	Grantee reassessment rate is at least 60.0% in 2022[2,6,11]	Grantee has set IPP goals for FFY 2022 & all future years[2,3]	Grantee has entered results for all required indicators in each quarter for FFY 2022 (to Date)[2,7,8,9]	Grantee has achieved at least 70% of IPP goals for FFY 2022[2,5,8,10]
CCBHC-E	CCBHC-E 03	SM83179	Family and Children's Services Oklahoma - OK 05/01/2020-04/30/2022	Mary Blake	Yes	Yes Achieved: 1,097% Prorated Goal: 82	Yes 61%	Yes	Yes	Yes 691%
CCBHC-E -C	CCBHC-E -C03	SM83179 C	Family and Children's Services Oklahoma - OK 05/01/2020-04/30/2022	Mary Blake	Yes	Yes Achieved: 282% Prorated Goal: 6	Yes 89%	Yes	Yes	Yes 100%

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Data Meetings

- Leadership Data Meetings
- Team Data Meetings

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Discussion: Sharing With Your Peers

- Who you are: name, organization, role in CCBHC implementation
- Share how you plan to collect and report NOMs data. Describe your workflow for NOMs data collection (i.e., who will collected NOMs data; how will data be collected; when will it be collected)

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Closing: Sharing and Preparing

- **Question Log:** Take 2–3 minutes to put any questions you have about the learning series curriculum in the chat
- **Next Session:** March 21, 2022, 3–4:30pm EST
- **Topic:** Building Infrastructure for Population Health Management and Risk Stratification
  - Prep work: Review your current CQI plan, if available. Bring a list of the clinical registries the agency currently uses, if any, and review the type of information contained in the registry.

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Thank You!

Thank you for attending today's event.

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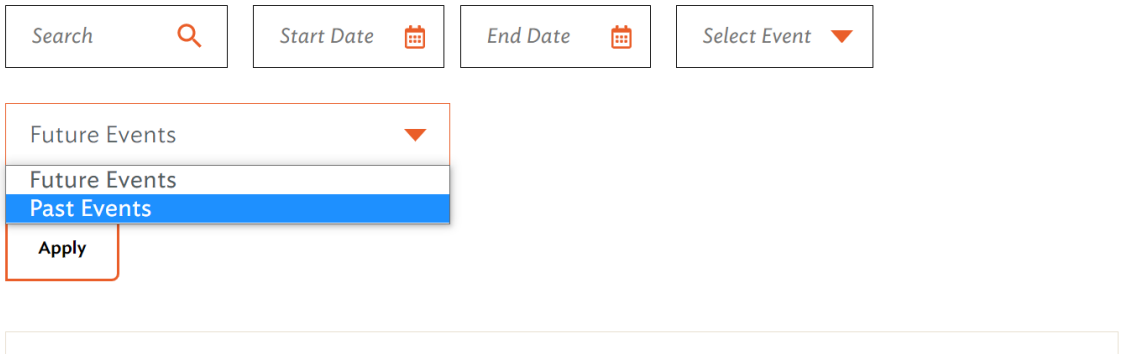
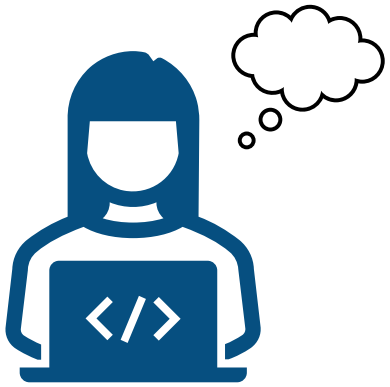
Calendar of Events



Your feedback is important to us!

Please complete the brief event survey that will open in a new browser window at the end of this meeting. Your input helps us improve our support offerings and meet our SAMHSA data metrics.



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