BHA Technology Office Hours

June 14, 2023

THIS MEETING WILL BE RECORDED

COLORADO
Behavioral Health
Administration

What are BHA Technology Office Hours?

Office Hours is a meeting hosted by the BHA technology team for behavioral health providers, specifically data/admin team members, to:

- Receive consistent updates on changes and improvements to BHA-managed technology systems
- Surface and discuss technology-related questions with the BHA tech team
- Provide feedback and expertise to ongoing technology efforts
- Understand opportunities to further engage with the BHA technology team

Past Office Hours can be found on the *Provider Resources* page of the BHA website.

Office Hours Housekeeping

- Take our survey for next month's hot topics!
- BHA Provider website page is now Office Hours source of truth!
  - For agendas
  - For slides and recordings
  - For Zoom meeting registration
  - For monthly hot topic survey
- Contact: cdhs_bha_provider_support@state.co.us with the subject line "Office Hours" if you have any questions!
- https://bha.colorado.gov/resources-for-providers

Agenda

- Quick Updates:
  - TMS & CCAR Training
- Administrative Burden Research Update
- Open Discussion / Q&A

Quick Updates

TMS & CCAR Training

TMS & CCAR Training and Provider Support

Your support team for TMS (DACODS and DRS) and CCAR:
- Jackie Urioste - jackie.urioste@state.co.us
- Mike Bratina - michael.bratina@state.co.us
- Sharon Pawlak - sharon.pawlak@state.co.us
- Troy Evatt - troy.evatt@state.co.us
- Provider Support - cdhs_bha_provider_support@state.co.us

Training info:
- Scheduled trainings can be found on the TMS and CCAR Message Boards.
- **Coming Soon:** We will also be adding them to our Provider Services Support page on the BHA website. And sending an announcement out each month via email.

But you never need to wait for a scheduled training to get help. Our team is here to help answer any questions, troubleshoot issues or provide ad hoc training as needed.

We can also tailor training specifically for your situation - new staff members coming on board, merging with another provider, closing licensed locations, adding new modalities to your license, etc…

Upcoming Training Sessions

DRS(DUI/DWAI) Training

    Tuesday, June 27 · 9:00 – 10:30 am
    link: https://meet.google.com/shj-wvxu-kji

DACODS Training

    Thursday, June 29 · 1:00 – 2:30 pm
    link: https://meet.google.com/urb-smvx-eau

    Thursday, July 13 · 10:30 am – 12:00 pm
    link: https://meet.google.com/xtf-peyz-yjn

CCAR Training

    We are working on a structured training. Until then, training is available upon request.
    Our goal is to have these on a regular schedule soon.

NOTE: Meeting and website links will be sent out in the Office Hours Recap email.

Administrative Burden Research Update

Discovery Focus

Uncover outdated and inefficient reporting processes and elevate opportunities that could level set the undue burden experienced by public behavioral health providers.

What goals do we have?

1. Increased understanding of how BHA reporting mandates (specifically CCAR/DACODS) influence provider processes and operations.

2. Recommendations for improving data quality and reducing administrative burden on providers.

Research By The Numbers

- Engaged with **16 providers** across a variety of tech setups, geographies, mental health settings, services offerings, and population expertise.

- Talked with **over 60 individuals** in a range of roles from clinicians, administrative staff, data/tech teams, managers, and leadership

- Spent close to **30 hours** in internal and external interviews and virtual site visits

"When thinking about updates to data reporting, consider how you would want yourself or a family member treated in an initial intake. The current state of the reporting requirements interrupts clinical flow (directed vs. open-ended questions, lack of data entry flexibility) and don't match up with patient-centered, trauma-informed best practices."
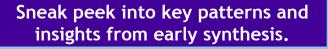
- *Paraphrased from multiple providers*

"Reporting should be stripped to the bare minimum to allow clinicians to focus their practice and to reduce time clients spend in intake. The burden of mapping should happen invisibly on the backend of provider/State systems."

- *Paraphrased from multiple providers*

Sneak peek into key patterns and insights from early synthesis.

Provider Processes

- Report Triggers
- Clinical Flow
- Training

Language & Harm

- Data Model Consistency
- Data Model Flexibility
- Data Model Language
- Infant Mental Health

EHRs / System Updates

- Automation
- Cost

Tactical Challenges

- Technical Considerations
- Report Consolidation
- Errors

Data Flow & Use

- Reporting Intermediaries
- Data Use & Analysis
- Cross-System Validation

BHA

Discovery Timeline

March 27-31
Foundation Setting

April 3-29
Research Planning

May 1-May 26
Research Execution

May 30-June 16
Synthesis & Outcome Creation

June 19 - Early July
Refinement & Share Out

Open Discussion / Q&A

What questions do you have for us?

We want to be thoughtful so we may follow up afterwards if we don't have answer or right people to address your question.

Future Office Hours

Office Hours 2023 Schedule

- Second Wednesday of the month:
  - July 12th
  - August 9th
  - September 13th
  - October 11th
  - November 8th
  - December 13th

Questions

Future Office Hour Info: https://bha.colorado.gov/resources/providers

Contact Us:
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