IHS/SAMHSA National Behavioral Health Conference

Weaving Visions for a Healthy Future

June 28 – 30, 2005

IHS Behavioral Health Applications

Presented by:

Peter Stuart, MD
   Chinle Comprehensive Health Care Facility

Wendy Wisdom, MSW
   Phoenix Indian Medical Center
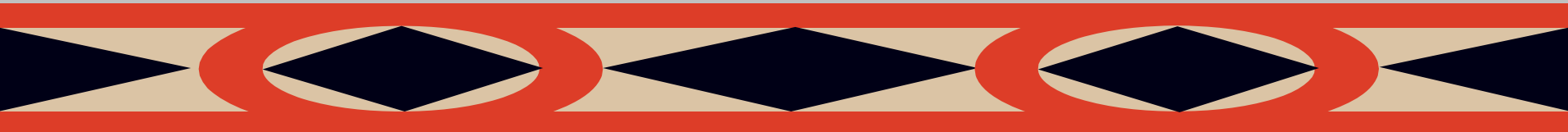
Mike Gomez
   Oryx Program Manager

B J Bruning, MA, LSW
   CNI Technology Division

Transforming Your Practice

The Institute of Medicine

"Crossing the Quality Chasm"

2001

"Information technology…holds enormous potential for transforming the health care delivery system…"

Transforming Your Practice

The Institute of Medicine
"Crossing the Quality Chasm"
2001

". . .to take advantage of information technology a nationwide effort is needed to build a technology-based information infrastructure that would lead to the elimination of most handwritten clinical data within the next 10 years."

IHS-524 (7/95)

PCC MENTAL HEALTH/SOCIAL SERVICE ENCOUNTER RECORD

Date: Jul 10, 2003   Primary Provider: STUART, PETER J
Arrival Time: 12:00
Program: MENTAL HEALTH
Clinic: MENTAL HEALTH   Appointment Type: APPOINTMENT

		Number	Activity/Service
Community: CHINLE	Activity: 48-CIP	Served: 1	Time: 45
	Type of Contact: OUTPATIENT		

CHIEF COMPLAINT: Depression f/u

S/O/A/P:
Doing very poorly, active suicidal thinking though without plan at
present. Wonders whether she should be alive. Anxiety at times quite
high.

MSE   Alert, depressed appearing female, makes poor eye contact, speech
low in pitch, psychomotor movement slow, SI as above, no internal
stimulation.

IMP   Depression - worse

PLAN   Daily visits until better
        Doesn't like hospitals - may exacerbate sxs if pushed

COMMENT/NEXT APPOINTMENT:
1 day

BH POV CODE	PURPOSE OF VISIT (POV)
OR DSM DIAGNOSIS	[PRIMARY ON FIRST LINE]
308.3	ACUTE STRESS REACTION

MEDICATIONS PRESCRIBED:
Zoloft 200 mg po qd (1 month)

PROCEDURES (CPT):
90805 PSYTX, OFF, 20-30 MIN W/E&M

HR#: CH 777777 TS 777777 PI 777777 RP 777777 MF 777777
NAME: RECORD, MADDIE   SSN: 666696666
SEX: FEMALE   TRIBE: NAVAJO TRIBE OF AZ, NM AND UT
DOB: Jan 01, 1953
RESIDENCE: CHINLE
FACILITY: CHINLE HOSP   LOCATION: CHINLE HOSP

          PROVIDER SIGNATURE:
Jul 10, 2003   STUART, PETER J

FAQ: What is RPMS?

Resource and Patient Management System is an integrated solution for management of clinical and administrative information.

Really Powerful at Measuring Stuff!
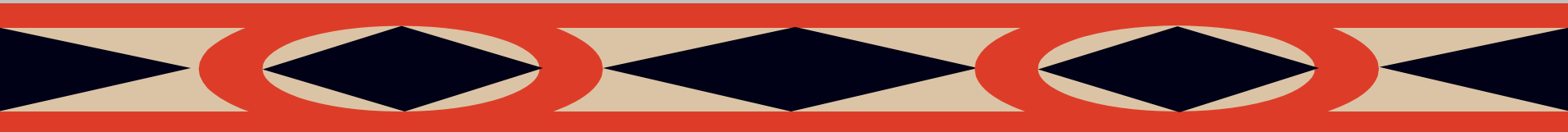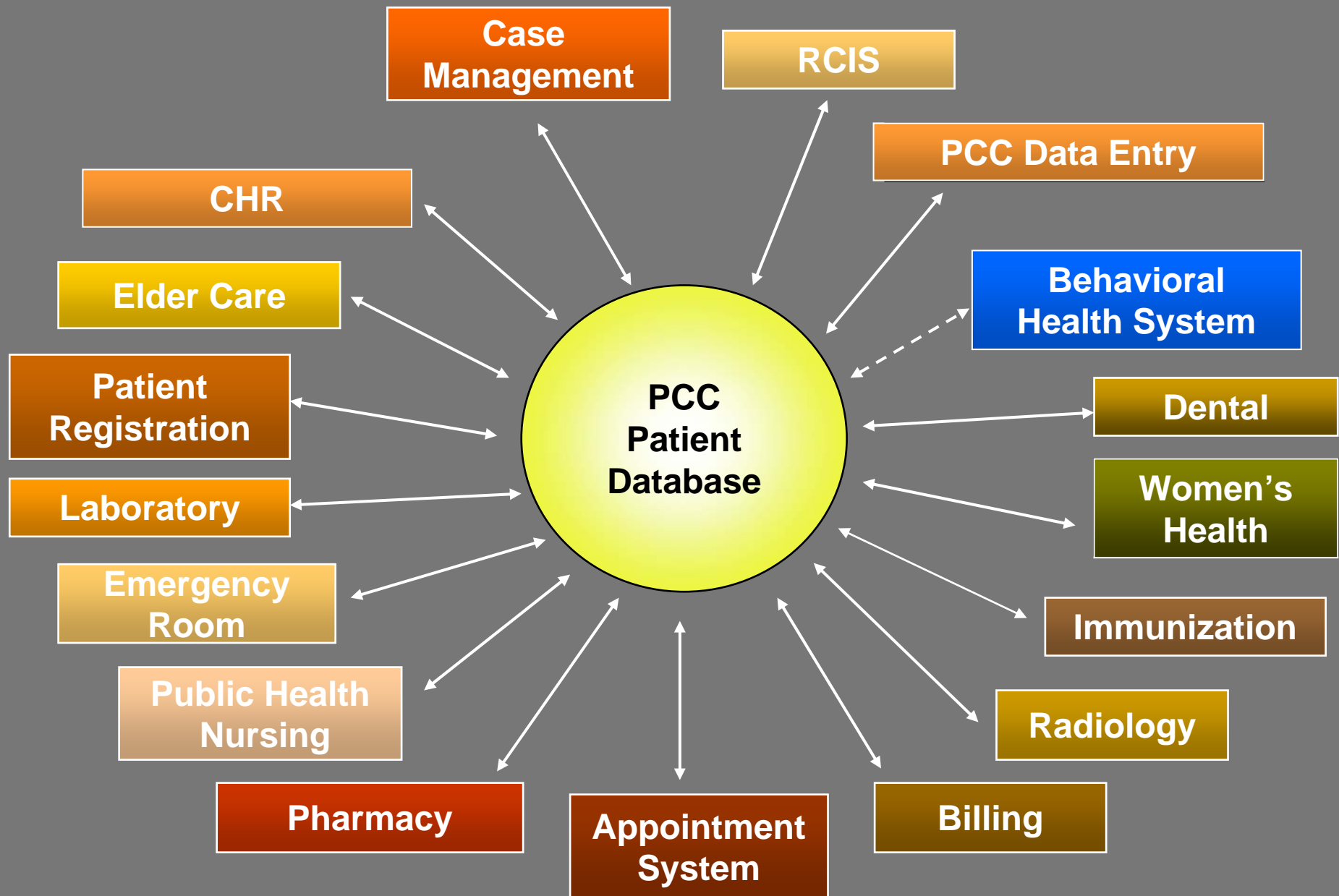
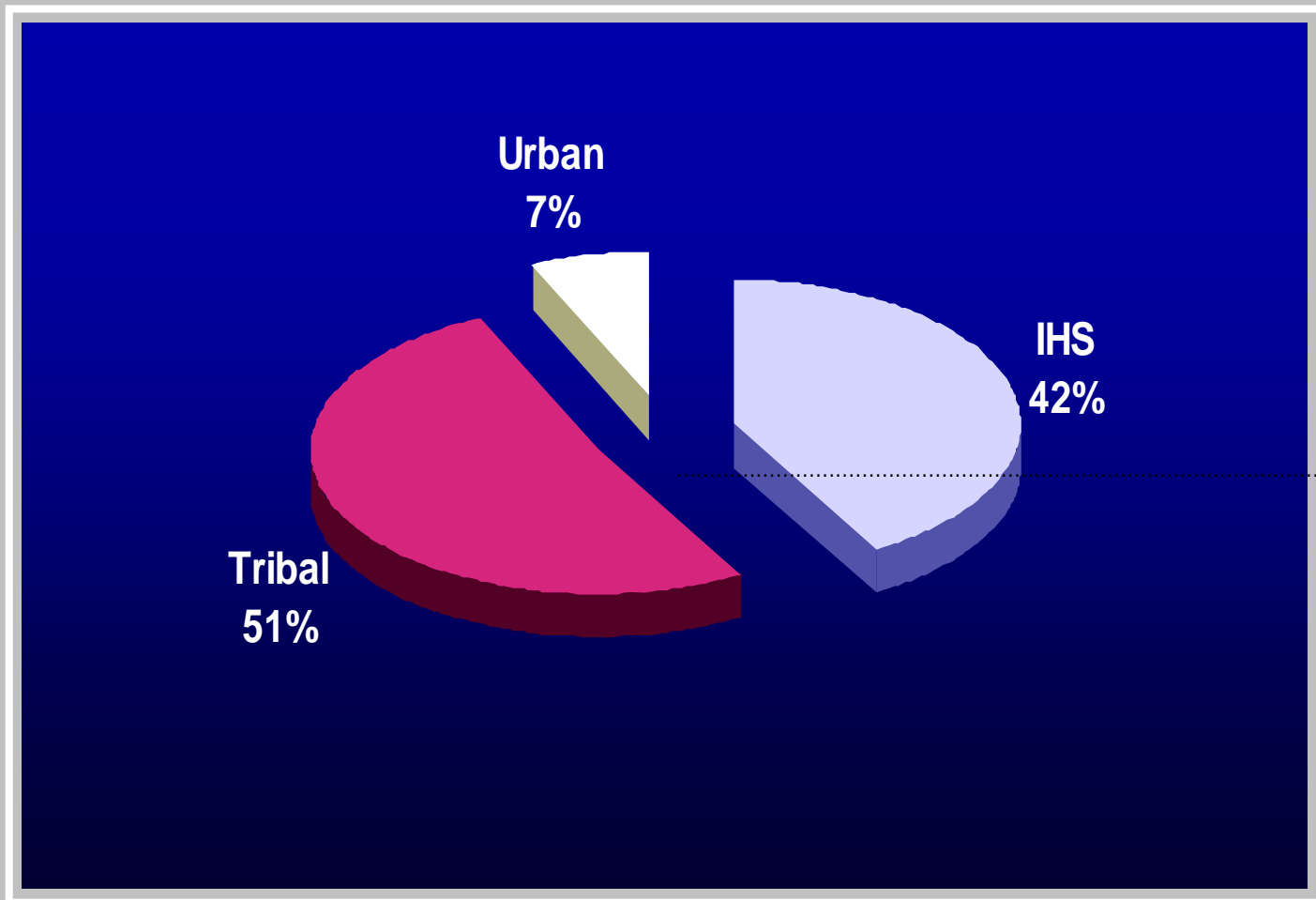# FAQ: How many sites are using the BH applications?

Alaska 4

Portland 10

Billings 29

Aberdeen 15

Bemidji 21

Phoenix 36

California 41

Navajo 24

Albuquerque 24

Tucson 3

Oklahoma 20

Nashville 23

Total Sites Identified: 250

What type of programs are using the RPMS BH applications?

Weaving In ...

Health
Information Technology
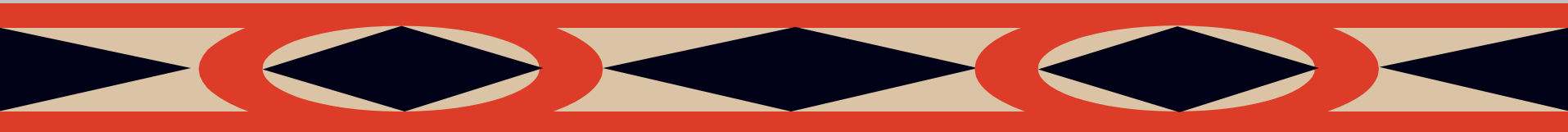
FAQ: Why would a site want to use the RPMS BH applications?

- Facilitate recording and reporting on both direct patient care and program activities.

- Interface with RPMS applications and support third party billing.

- Assist sites in meeting JCAHO, CARF, and GPRA reporting requirements and standards.

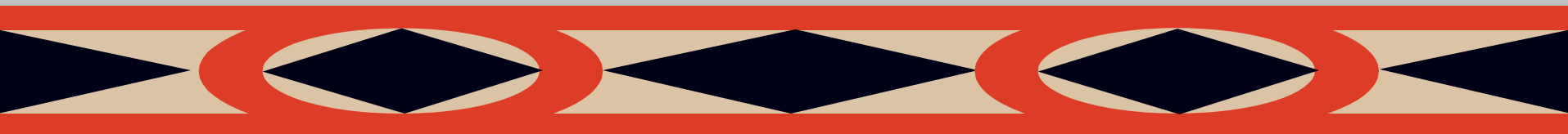- Facilitate service coordination with the goal of improving outcomes.

What is BHS v3.0?

- **RPMS "roll and scroll" BH application**
- **Integrated application for use by I/T/U MH, A/SA and SW providers.**
- **Combines elements from:**
    MH/SS 2.0 (plus Suicide Form)
    Navajo Version of MH/SS 2.0
    CDMIS v4.1

What is BH GUI?

- **<u>G</u>raphical <u>U</u>ser <u>I</u>nterface to BHS v3.0**
- **Designed for provider entry of clinical data**
- **Friendly, intuitive, easy to learn**
- **BH Component resides within IHS Patient Chart**
- **Only BH providers have access to BH component**

FAQ: What do the applications include?

- Encounter Documentation
  - **Individual**
  - **Group**
  - **Administrative**
- Wellness
  - **Patient Education**
  - **Health Factors**
  - **IPV/DV Screening**

- Health Summary
- Reports
- Treatment Planning
- Case Status
- Designated Provider
- Suicide Surveillance Form

Enhancements
BHS v3.0 Patch 4
BH GUI (Patient Chart) v1.5

FAQ: What's changed?

FAQ: What is the change

management process?

Enhancements

- **New Activity & Problem Codes**
- **Revision of crosswalk from DSM-IV-TR to ICD-9 Codes**
- **Suicide Form modifications**
- **Addition of "Wellness" Tab which displays BH and PCC data**
  - **Patient Education**
  - **Health Factors**
  - **IPV/DV Screenings (and reports)**
- **Enhanced group functionality**

Change Management Process

- Feedback from users
  - ✓ Bugs
  - ✓ Enhancements
- Reach for consensus
- Consult with Subject Matter Experts
- Prioritize Development
- Test and release patch or version
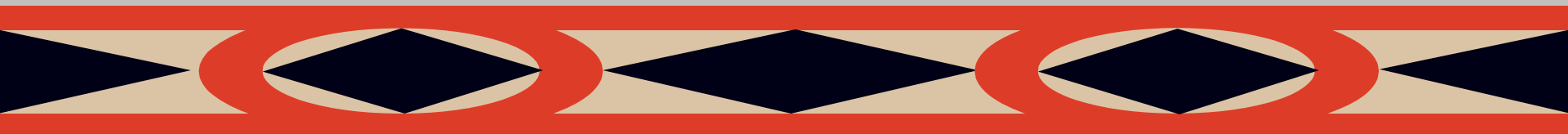
Weaving in…

Agency and DBH
Suicide Prevention
Initiatives
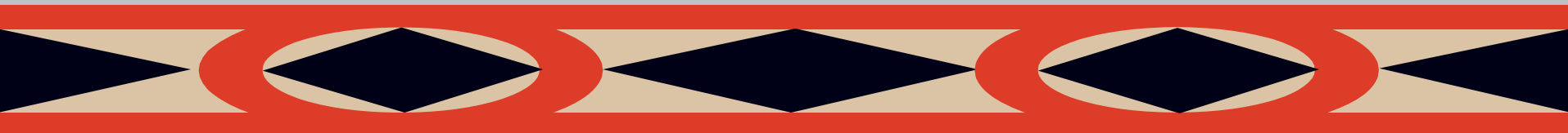
Suicide Surveillance and Data Collection

- Suicide reporting form in existing RPMS BH applications

- Deployment of suicide form in RPMS PCC and RPMS EHR by end of FY05

- Exporting of suicide data

- Baseline suicide data FY06

- Web-based access to suicide data

Local Case Nbr		Provider	
Date of Act	06/16/05 ▼	Community Where Act Occurred	▼

Relationship Status ▼

Employment Status ▼

Education ▼   If less than 12 years, highest grade completed

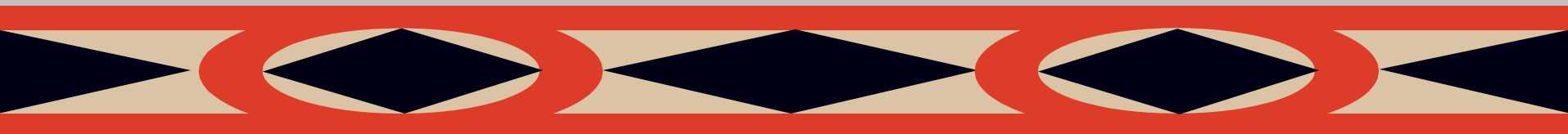
Self Destructive Act ▼   Location of Act ▼

Previous Attempts ▼

Lethality ▼

Disposition ▼

Method	Substance Use	Contributing Factor(s)	Narrative

☐ Gunshot   ☐ Carbon Monoxide

☐ Hanging   ☐ Overdose:

☐ Motor Vehicle   ☐ Other:

☐ Jumping

☐ Stabbing/Laceration   ☐ Unknown

─ Overdosed Using ─

Add
Edit
Delete

Save   Close

Level of Activity for Patients Treated for All Suicide Events as Primary Diagnosis

Data Exported From the MH/SS System
All Suicide Activities (POV 39, 40, 41) in All Areas
Data Represents Unduplicated Visits by Location, DOB, Encounter Date
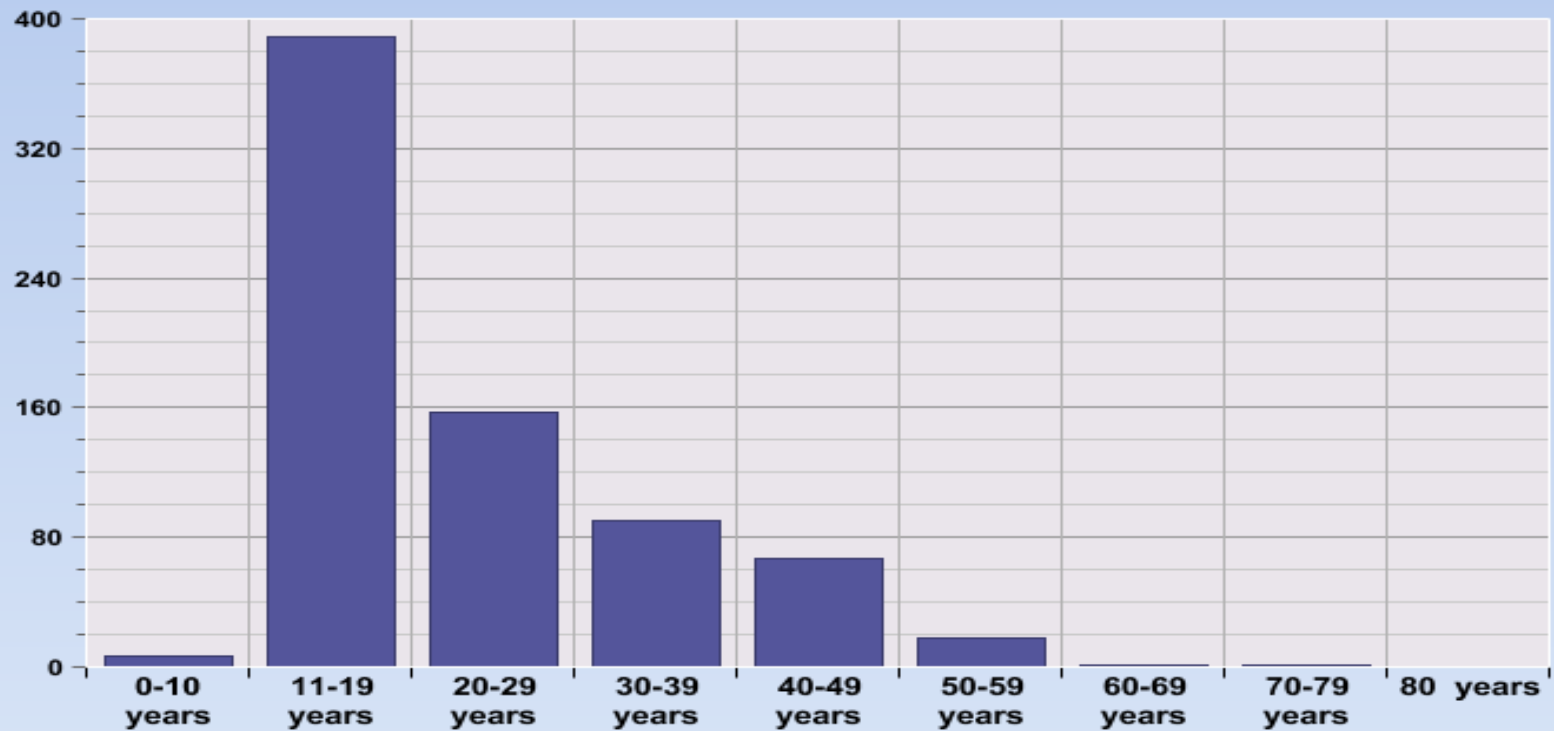
0-10 years	11-19 years	20-29 years	30-39 years	40-49 years	50-59 years	60-69 years	70-79 years	80+ years
7	389	157	90	67	18	1	1	0

Weaving In ...

Security
and
Confidentiality
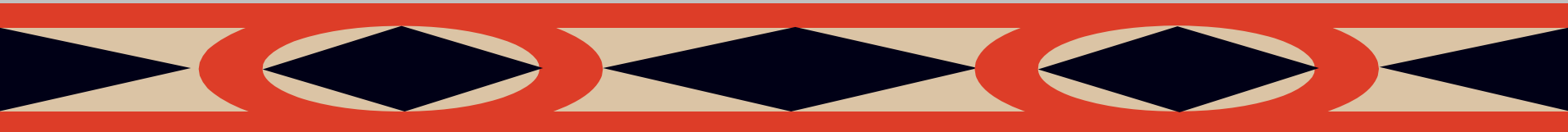
RPMS Security Features

- **Governed by "Need to Know" basis**

- **RPMS Access and Verify Codes**

- **Security keys for each application**

- **Menu and Site Parameter Options**

- **Sensitive Patient Tracking**

HIPAA Compliance and Electronic Health Records

- **Role-based, "need to know" access controls with password-based security**

- **Audit trails of who accessed a record**

- **Secure transactions/transmissions**

- **Firewalls, VPN (Virtual Private Network), encryption**

HIPAA Compliance and Electronic Health Records

- **Computer screens not in plain view**

- **Patient notification of information practices**

- **Security standards policy and procedures and staff training**
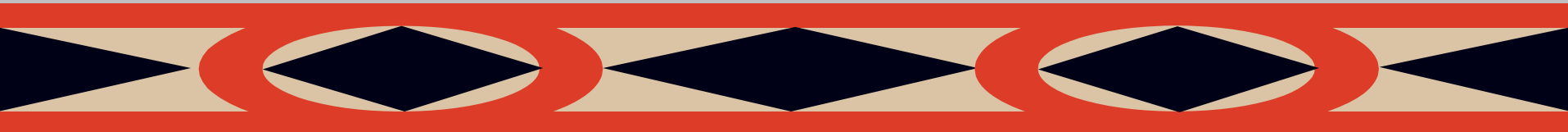
42 CFR Part 2

- **Federal law established in the early 1970's to address the stigma associated with substance abuse and fear of prosecution when entering treatment**

- **Confidentiality regulation that affords a higher level of protection to alcohol and substance abuse patient information**

- **HIPAA does not supersede 42 CFR Part 2**

http://www.hipaa.samhsa.gov/download2/SAMHSA's Part2-HIPAAComparisonClearedWordVersion.doc

Weaving In ...

Quality Clinical Performance
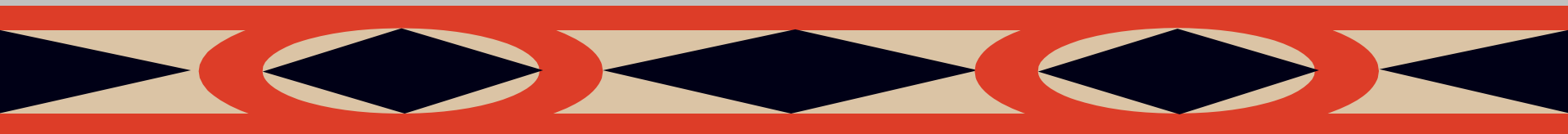
FAQ: What are GPRA and CRS?
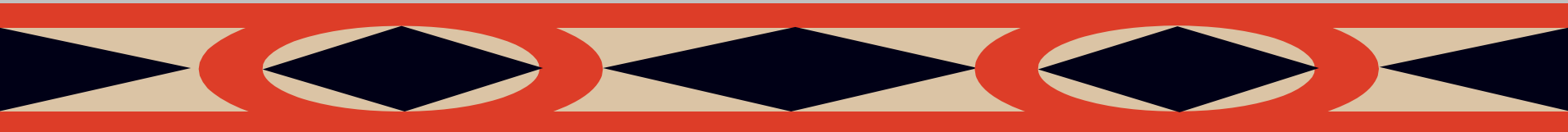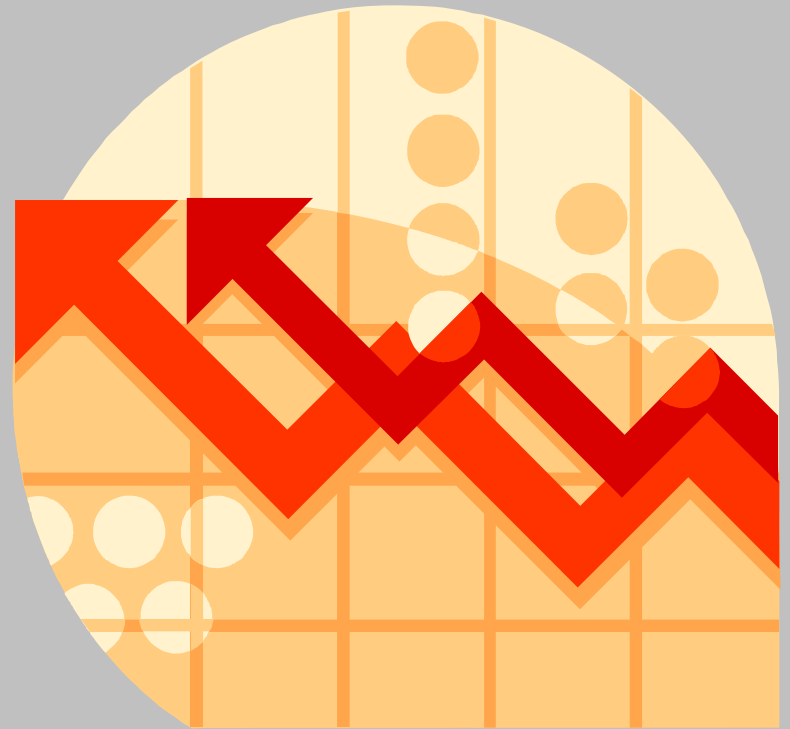
GPRA

- **The Government Performance and Results Act (GPRA) requires Federal agencies to demonstrate that they are using their funds effectively toward meeting their missions.**

- **IHS GPRA indicators include measures primarily for clinical prevention and treatment, but also quality of care, infrastructure and administrative efficiency functions.**
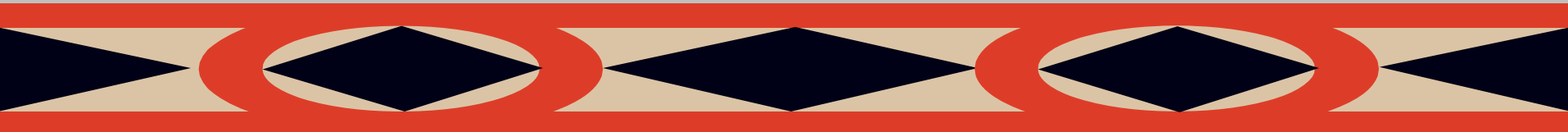
CRS

- **The Clinical Reporting System (CRS) is an RPMS application designed for national reporting as well as local and Area tracking of any clinical performance indicator that is based on RPMS data.**

- **It is a reporting tool used by IHS Office of Planning and Evaluation to collect and report RPMS-based clinical performance results annually to HHS and OMB as well as for Area Director Performance measures.**

FAQ: Does CRS interact with RPMS BHS?

- **CRS primarily uses data found in the RPMS Patient Care Component (PCC) ; this includes data from BHS *(if the link to PCC is on)***

- **Searches for standardized code fields only, such as Purpose of Visit; Patient Education, Health Factors, etc.; it will not search for text data from clinical notes or treatment plans**

- **Data shared for national GPRA reporting are total patient counts and percentages only and does not include any patient identifiers**

Behavioral Health Indicators

- **Domestic Violence Screening**
  - **IPV/DV Exam Code on Wellness Tab**

- **Screening for Tobacco Use/Exposure to ETS**
  - **Health Factor on Wellness Tab**

- **Alcohol Screening for Women**
  - **CAGE Health Factor**
  - **An alternative to CAGE is in development**

- **Depression Screening**
  - **POV screening code 14.1**
  - **RPMS Screening Exam Code in development**

CRS/GPRA Resources

1. CRS

    http://www.ihs.gov/cio/crs/

2. GPRA

    http://www.ihs.gov/NonMedicalProg
    rams/PlanningEvaluation/pe-
    gpra.asp
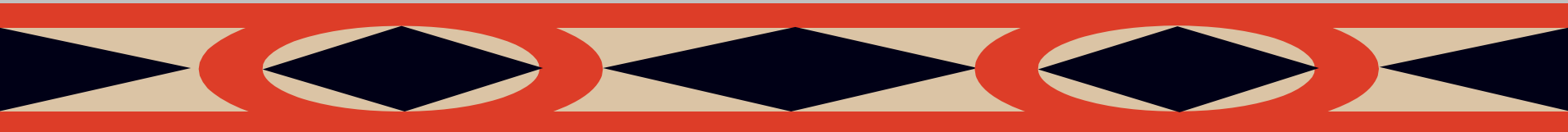
3. Area GPRA Coordinators

Weaving In ...

Standards of Care:

JCAHO

BH Applications and JCAHO Standards

- **Management of Information (IM)**
  - **The goal of the information management function is to support decision making to improve client outcomes; improve clinical/service documentation; assure client safety; and improve performance in client care, treatment, and services, governance, management, and support process.**

JCAHO IM Standards

- **Information Management Planning**
- **Confidentiality and Security**
- **Information Management Processes**
- **Information-Based Decision Making**
- **Client-Specific Information**
- **Clinical Data and Information**
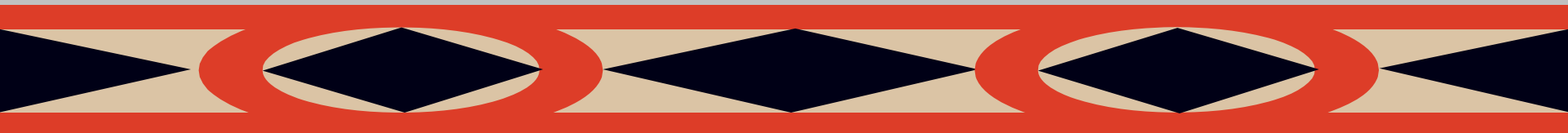
JCAHO Standard: PC

Provision of Care, Treatment and Services (PC)

Four core processes:

1. **Assessing patient needs**
2. **Planning care, treatment, and services**
3. **Providing the care, treatment and services the patient needs**
4. **Coordinating care, treatment, and services**

FAQ: How do I get the RPMS Behavioral Health applications?

Implementation Steps

- Pre-implementation (see guideline)

- RPMS Site Manager (or BH Clinical Application Coordinator)
  - Load application
  - Enter user profiles (providers)
  - Assign Access and Verify Codes
  - Set Site Parameters (defaults) as directed by BH Clinical Application Coordinator (or BH Program Manager)

- Identify Super Users

- Establish BHS Export process (who, when, how)

- Schedule training

- Establish standards for use (consistent coding) and timelines for implementing desired functions

Implementation Tools

- **Area Trainings http://www.ihs.gov/cio/rpms/index.cfm?module=Training&option=index**
  - **BH GUI   - BHS v3.0**
  - **BHS Reports & Manager Utilities**
- **Implementation Visits**
  - **User start up, one-on-one training, and   with exports**
- **Training Materials**
  - **Pre-Implementation Guide**
  - **User Manuals, Training Manuals, Job Aides**

Resources

- **IBH Website**
  - **http://www.ihs.gov/cio/bh/**

- **Patient Chart Listserv**
  - **To subscribe:**
    http://www.ihs.gov/cio/listserver/index.cfm

- **Service Center – Help Desk**
  - **(888) 830-7280**
  - **support@ihs.gov**
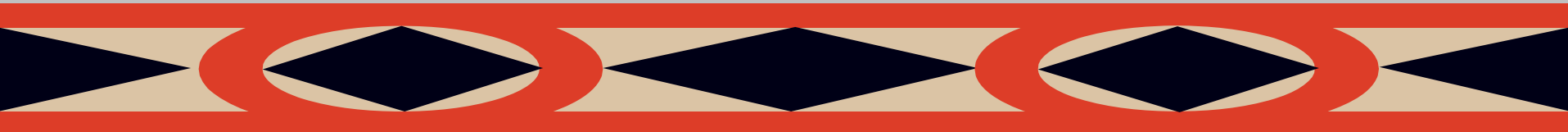
Weaving In ...

Agency Initiatives:

Electronic Health Record

EHR and Behavioral Health

- Access to RPMS BH functionality via EHR is under development

- EHR functionality will be available to BH providers including order entry templates for progress notes, assessments, etc.

- Non-EHR sites will still be able to use BH GUI and BHS

- Future BH development includes treatment planning and the VA MHA

User   Patient   Tools   Help

Patient Chart | Communication | RPMS | CIHA Intranet | Micromedex | E-Mail

Demo,Patient
1   20-Mar-1947 (57)   F

GENERAL   22-Feb-2005 13:48
LAMER,CHRISTOPHER CLAYTON

Primary Care Team Unassigned

Postings
CAD

Alerts

No Alerts Found

Crisis Alerts

Crisis Alert ▲	Date
ADVANCE DIRECTIVE	25-Jan-2005 13:47
CRISIS NOTE	06-Jul-2004 11:12

Adverse Reactions

Agent ▲	Reaction
ALLERGIC TO FLIES	WEIGHT GAIN
ASPIRIN	
BEE STINGS	HIVES;ANXIETY
EASY OPEN CAPS	EASY OPEN CAPS
EGGS	RASH
FLIES	
IODINE	ANAPHYLAXIS
METOCLOPRAMIDE	DROWSINESS
PEANUTS	HIVES
PHENYLEPHRINE/PRO...	muscle irritability
POLLEN EXTRACTS FRE...	CHILLS
POVIDONE IODINE	RASH
SILVER NITRATE	DERMATITIS,CONTAC...

Reminders

No Reminders Found

Problem List

Error Retrieving Problem List...

Appointments/Visits

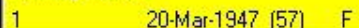| Appointment/Visit	Date ▼	Status
Payne	12-Apr-2005 14...	
Payne	29-Mar-2005 1...	CANCELLED BY PATIENT
FARRELL FP-15	16-Mar-2005 1...	
Payne	01-Mar-2005 1...	
ULTRASOUND-2	25-Feb-2005 0...	CANCELLED BY PATIENT
PT student	22-Feb-2005 1...	CANCELLED BY CLINIC
CONTINUITY O...	22-Feb-2005 1...	AMBULATORY
HYDE-G SAME ...	22-Feb-2005 1...	
<PHYSICAL TH...	22-Feb-2005 0...	AMBULATORY
<PHYSICAL TH...	22-Feb-2005 0...	AMBULATORY
HYDE-G SAME ...	18-Feb-2005 1...	CANCELLED BY CLINIC
HYDE-G SAME ...	18-Feb-2005 1...	CANCELLED BY CLINIC
PT student	18-Feb-2005 1...	CANCELLED BY CLINIC
<PHYSICAL TH...	18-Feb-2005 1...	AMBULATORY

Lab Orders

Lab Order ▲	Status	Date
HGB BLOOD S...	COMPLETE	02-Feb-2005 10:52
URINE DIPSTIC...	COMPLETE	14-Feb-2005 12:39

Notifications | Cover Sheet | Triage | Wellness | Notes | Orders | Medications | Labs | Prob/POV | Services | Reports | D/C Summ | Consults | Privacy

LAMER,CHRISTOPHER CLAYTON | CHEROKEE-HO.NSH.IHS.GOV | CIHA HOSPITAL

Start | IHS·EHR | ... | 1:48 PM

User   Patient   Tools   Help

| Patient Chart | Communication | RPMS | VA Education | Micromedex | E-Mail |

Hiwalker,Stellar S
7655   03-Jul-1960 (44)   F

PEDIATRIC   15-Jan-2004 14:04
DOCTOR,TEST

No Postings

Education: Show Standard   Add   Edit   Delete

Visit Date ▽	Education Topic	Comprehension	Status	Objectives	Comment	Provider	Length	Type	Location
04/27/2004	M-INFORMATION	GOOD				DOCTOR,TEST	5	Individual	CROW HO
09/28/1998	WH-BREAST EXAM					BERG,HORACE			CROW HO
09/12/1996	WH-BREAST EXAM					WEINSTEIN,SHARIEDA D			CROW HO
10/27/1993	WH-BREAST EXAM					JENSEN,AMY P			LDG GRASS HC
12/20/1991	WH-BREAST EXAM					DEL-CZARNICK,DONNA			LDG GRASS HC

Health Factors: Add   Delete

Visit Date	Health Factor	Category	Qty	Se
07/17/2003	NON-TOBACCO USER	TOBACCO		

Exams: Add   Edit   Delete

Visit Date	Exams	Result	Comments
05/02/2000	PELVIC EXAM		
02/04/1999	BREAST EXAM		
02/04/1999	PELVIC EXAM		
09/28/1998	BREAST EXAM		

Skin Test History: Print Record   Add   Edit   Delete

Visit Date	Skin Test	Location	Age@Visit	Result	Reading	Read Date
04/28/1996	PPD	Crow Ho	35 yrs		0	04/28/96

Reproductive Status:

G: 0   P: 0   LC: 0   SA: 0   TA: 0   LMP: 10/22/1999 ...

Family Planing Method: Partner Sterilized ▼   Date FP Began: ...

☐ Pregnant   Est. Delivery: ...   Determined By:

Immunization Forecast: **Contraindications:**   ✚ ✕

Immunization History: Print Record   Due Letter   Add   Edit   Delete

Vaccine	Visit Date	Age@Visit	Location	Reaction	Volume	Inj. Site	Lot	VIS Date
Td-ADULT	11/28/1986	26 yrs	Ldg Grass Hc					
Td-ADULT	04/26/1996	35 yrs	Crow Ho					
INFLUENZA	11/05/1999	39 yrs	Crow Ho				U0159AA	01-Jun-199!
INFLUENZA	11/05/1999	39 yrs	Undesig Locs				U0159AA	

| Notifications | Cover Sheet | Triage | Wellness | Notes | Orders | Medications | Labs | Prob/POV | Services | Reports | D/C Summ | Consults |

| DOCTOR,TEST | CROW-TEST.BIL.IHS.GOV | CROW HO | 23-May-2005 11:27 |

Thank You!

Questions?

For further information on the RPMS BH Applications:

Denise.Grenier@ihs.gov

(520) 670-4865

BJ.Bruning@ihs.gov

(505) 248-4901

Peter.Burton@ihs.gov

(505) 248-4358