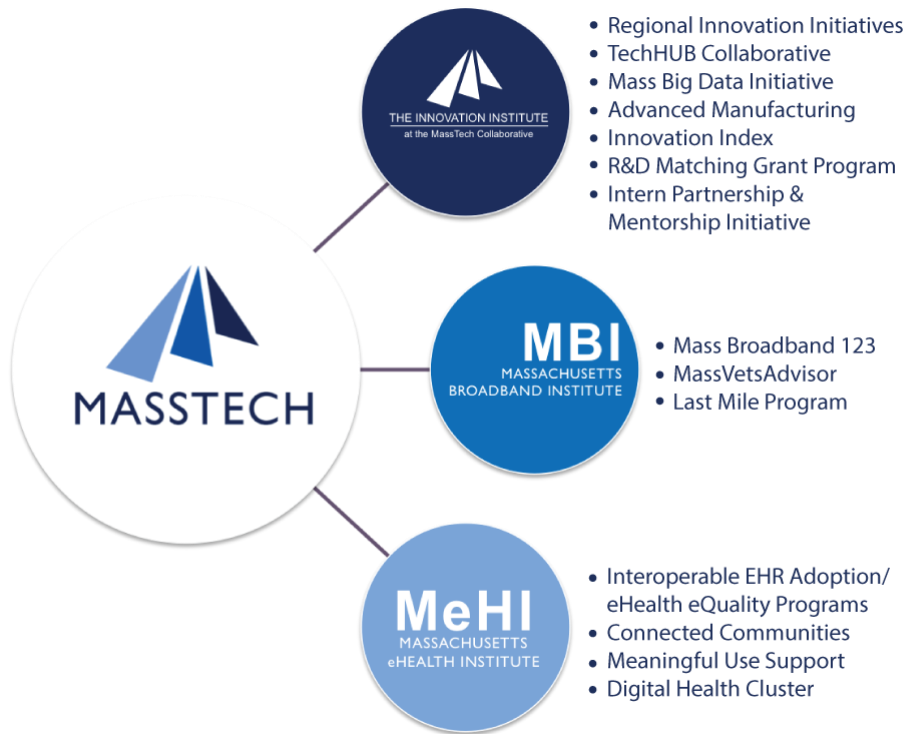


Massachusetts Behavioral Health Partnership Statewide Integration Conference

November 7, 2017

MeHI Overview



MeHI is the designated state agency for:

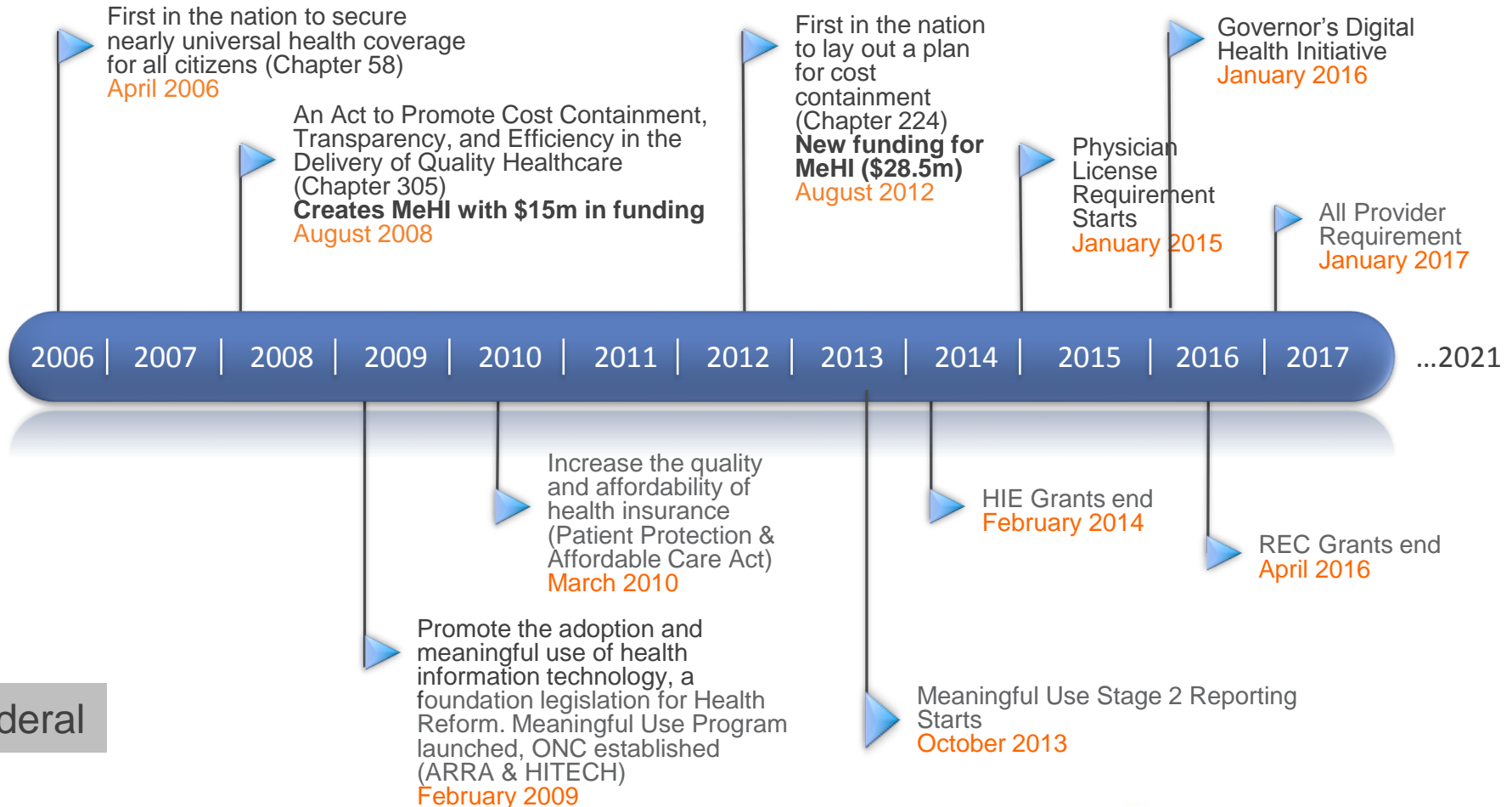
- Coordinating health care innovation, technology and competitiveness
- Accelerating the adoption of health information technologies
- Promoting health IT to improve the safety, quality and efficiency of health care in Massachusetts
- Advancing the dissemination of electronic health records systems in all health care provider settings

.....

MeHI is a division of the Massachusetts Technology Collaborative, a state economic development agency

Public Policy Driving Massachusetts Health Tech Innovation

State



Federal

MeHI Vision, Mission and Goals

VISION

Massachusetts is the global eHealth leader. Our connected communities enjoy better health at lower cost and serve as models of innovation and economic development.

MISSION

To leverage the Commonwealth's extraordinary digital health infrastructure and expertise to drive innovation in healthcare

GOALS

Adoption



Support Health Reform



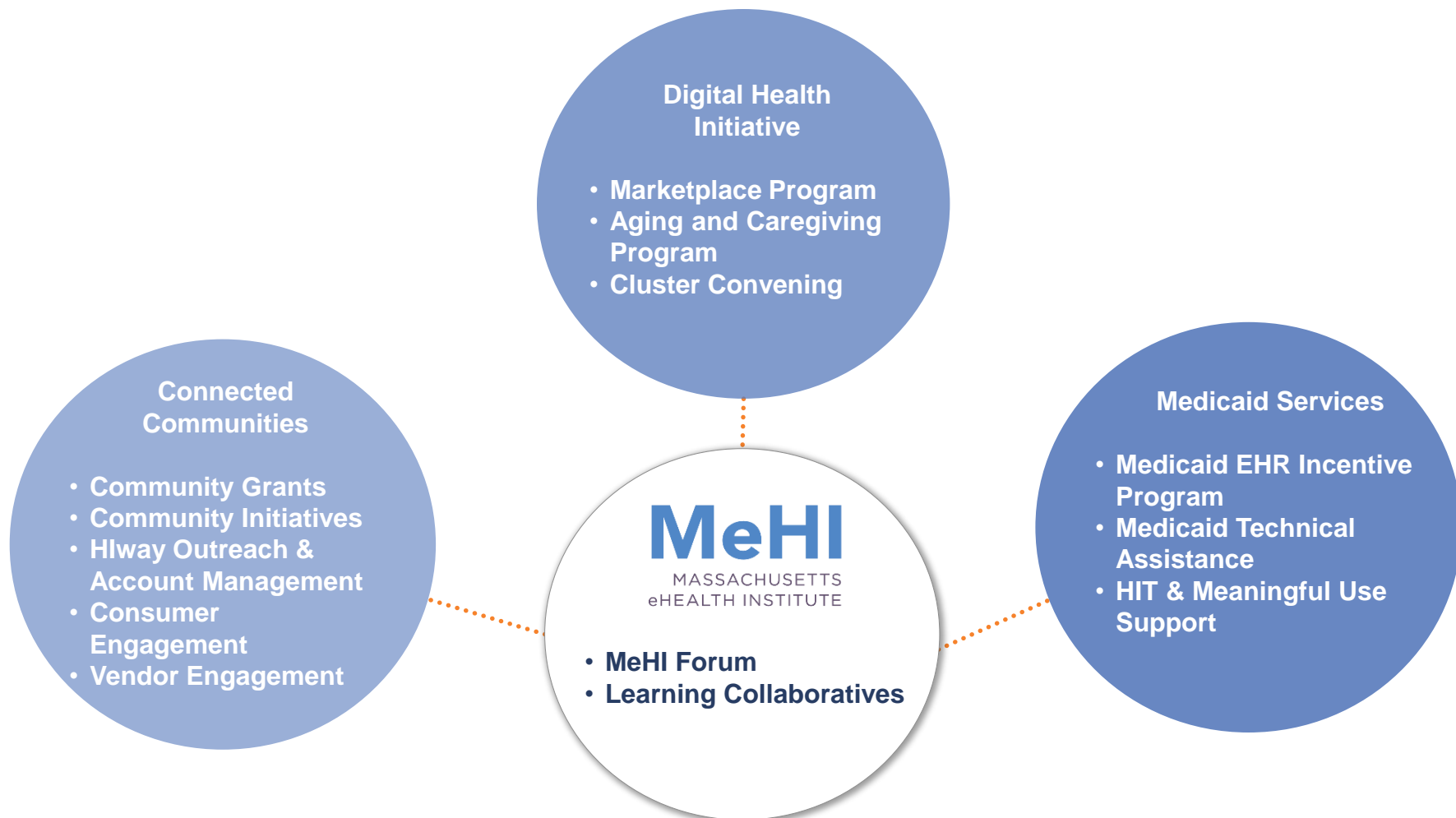
Consumer eHealth Engagement



Mass Digital Health Initiative



MeHI Current Programs



CORE VALUES

Innovation • Insight • Collaboration • Accountability

Mass Digital Health Initiative

Announced in January 2016, the Massachusetts Digital Health Initiative, or **Mass Digital Health**, is a public-private partnership building a stronger and more competitive digital health ecosystem across the Commonwealth.



Make Massachusetts the leading global Digital Health ecosystem, in turn driving economic growth and improving healthcare outcomes and efficiency.

Mass Digital Health Cluster



Connected Communities

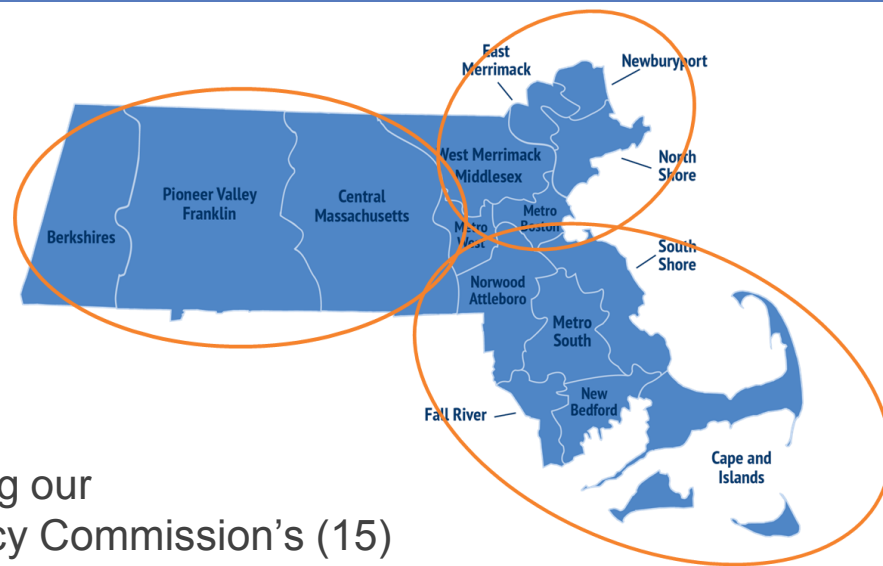
Goals

- Encourage collaboration among organizations within a community and
- advance the adoption and use of technologies to improve healthcare and reduce healthcare costs.

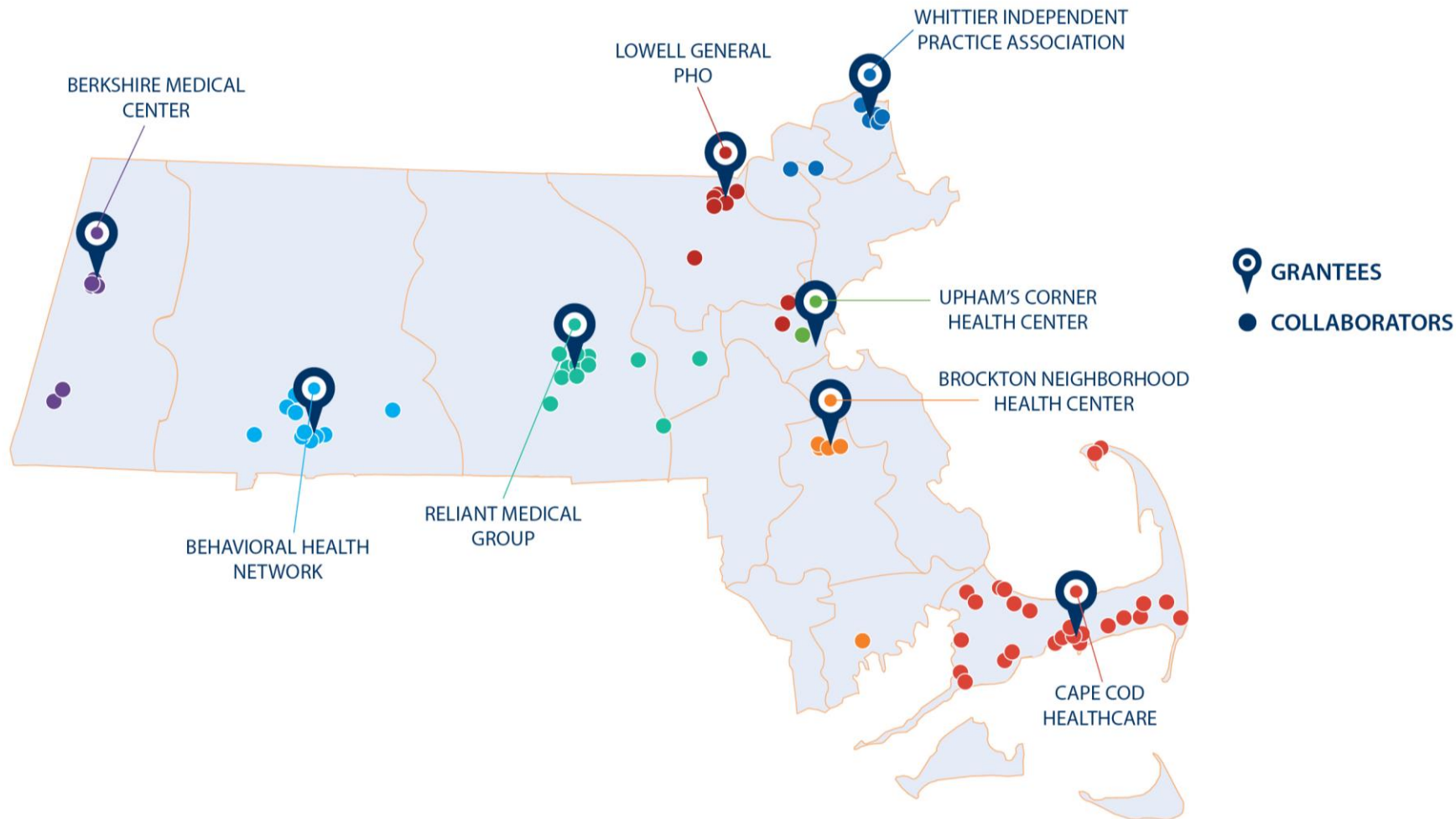
Approach

- **Organize** for growth & impact by aligning our eHealth Communities to the Health Policy Commission's (15) Secondary Service Markets, then regionalizing into (3) regions
- **Engage** stakeholders by community and sector in a statewide needs assessment which informed:
 - Specific Community Needs Assessments and the initiatives that will address the needs identified
- **Strengthen** the foundation for exchanging health information through the Connected Communities Implementation Grants
- eHealth Community Managers assigned by region will foster a collaborative environment

This approach establishes a framework and infrastructure for engagement, resourcing, evaluation and innovation.



Connected Communities: Grantees and Collaborators



Connected Communities Implementation Grant

Grantee	# of Collaborators	Use Cases
Behavioral Health Network	13	eReferral – inpatient psychiatric with substance abuse treatment facilities
Berkshire Medical Center	7	Care Transition & Coordination – medical center with community services
Brockton Neighborhood Health Center	5	Opioid Treatment Care Coordination – eReferrals, ADT, care coordination, meds/treatment
Cape Cod Healthcare	33	Care Transition, ADT, Discharge Summary, CCDA – post acute care, behavioral health
Lowell General PHO	9	Cross-provider Care Planning/Management – across a broad range of provider types, post acute care
Reliant Medical Group	14	Care Transition, eConsents, ADT, CCDA – automated processes
Upham's Corner Health Center (Planning Grant)	1	Closed Loop Referral, Care Coordination with Boston Children's
Whittier Independent Practice Association	8	Medication Reconciliation with hospital, post-acute, behavioral health organizations via Wellport HIE

Impetus for Learning Collaborative

- Behavioral Health information-sharing is often limited by misconceptions about laws and regulations
 - Specific (often stricter) laws and regulations for behavioral health and substance use disorder information
 - Confusion and reluctance among care providers
 - Tendency to err on the side of caution
 - Sharing is reduced to “lowest common denominator”
 - May lead to inconsistencies, fragmented care, and poor patient outcomes
- MeHI decided to address these issues through a Learning Collaborative
 - Give participants a forum to define problems and what might help
 - Develop tools to:
 - Facilitate communication among providers and encourage participation in BH information exchange
 - Educate patients and caregivers about the benefits and potential risks of health information-sharing

Participants

- Amesbury Psychological Center
- Baystate Community Services
- Beacon Health Options
- Behavioral Health Network
- Berkshire Health Systems
- Brockton Neighborhood Health Center
- Child and Family Services
- Experience Wellness Centers
- HighPoint Treatment Center
- L.U.K. Crisis Center, Inc.
- Lowell House
- MA Attorney General's Office
- Mass League of Community Health Centers
- MassHealth
- Multicultural Wellness Center, Inc.
- South Shore Mental Health
- SSTAR
- UMass Medical School

Process and Timeline

Phase	Activities
Workshop 1 October 7, 2016	<ul style="list-style-type: none"> • Approved scope of project and work products • Reviewed first drafts of Patient Handout and Patient Talking Points
Workshop 2 November 4, 2016	<ul style="list-style-type: none"> • Reviewed revised Patient Handout and Patient Talking Points • Reviewed first draft of Provider Discussion Document
Workshop 3 December 16, 2016	<ul style="list-style-type: none"> • Reviewed revised Provider Discussion Document • Reviewed first draft of Administrator FAQs and Consent Form Template
Legal Review	<ul style="list-style-type: none"> • Outside legal counsel reviewed and provided recommendations on <ul style="list-style-type: none"> • Provider Discussion Document • Administrator FAQs • Consent Form Template • Documents updated accordingly
Pilot, Education and Promotion July-December 2017	<ul style="list-style-type: none"> • Published tools on MeHI website mid-July • Currently piloting documents at participating organizations and collecting feedback • Plan to deliver educational webinars

Learning Collaborative Work Products

- Available at <http://mehi.masstech.org/support/learning-collaboratives>
- Patient Handout
 - Designed to be given to patients; explains what behavioral health information is and the benefits and risks of sharing it
- Patient Talking Points
 - Designed to educate staff and prepare them to answer patient questions
- Provider Discussion Document
 - Intended to foster mutual, accurate understanding of requirements for sharing behavioral health information
- Administrator FAQs
 - Designed to help management understand requirements for sharing behavioral health and other sensitive information
- Consent Template
 - Intended to help providers standardize their patient consent rules and procedures

Pilot: Brockton Neighborhood Health Center (BNHC)

July 2017

- Distributed four of the work products to program managers and administrative staff in Behavioral Health, Mental Health, and Harm Reduction Clinic
 - Administrator FAQs, Consent Form, Patient Talking Points, Provider Discussion Document
 - Waiting to share Patient Handout – needs to be translated into other languages
- Qualitative feedback: Program Managers were grateful for reference documents that had undergone legal review

August 2017

- Continued to use tools with new patients in Harm Reduction Clinic
- Rolled out documents to 10 additional providers in Mental Health Department
- Qualitative feedback: providers in the Mental Health Department had questions about BNHC policies governing appropriate use of the consent form
 - i.e. if Consent Form should only be used for clinical purposes, or when disclosing information to a lawyer or family member
 - Use of the tools is prompting discussion and decision-making about internal policies

Pilot: Brockton Neighborhood Health Center (BNHC)

September 2017

- Continued to use tools in both the Harm Reduction Clinic and the Mental Health Department
- Qualitative feedback: staff reported that use of the tools was going well and that patients had few questions and were willing to sign the Consent Form.
- Next steps: BNHC is contracting to create an electronic version of the Consent Form to make filling out the form easier, including auto-populating demographic information, and to better track whether or not a consent form is on file.

Questions or More Information



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