

**BEHAVIORAL HEALTH & SERVICE
INTEGRATION ADMINISTRATION
EHR Support Model**



2016 SUPPLEMENTAL BUDGET

Request	FY16	FY17	15-17
FTE	5.0	5.0	5.0
GF-State	\$2,825,000	\$3,006,000	\$5,831,000
Total	\$2,825,000	\$3,006,000	\$5,831,000

DECISION PACKAGE SUMMARY

The Behavioral Health and Service Integration Administration (BHSIA) requests 5.0 FTEs and funding to support and optimize the Electronic Health Record (EHR) system which is currently being implemented across the state hospitals. By funding this request, BHSIA is expected to achieve optimized workflows, timely updates to Behavioral Health package upgrades and implementation of new regulatory Quality Measures thereby providing a fully functional and extensible platform that can be leveraged by other agencies when they embark on EHR initiatives.

PROBLEM STATEMENT

DSHS is implementing Cerner EHR at Western State Hospital (WSH), Eastern State Hospital (ESH), and Child and Study Treatment Center (CSTC) as well as the pharmacy portion at the four Residential Habilitation Centers (RHC). When fully implemented over 2,000 end-users will use Cerner, many on a daily basis in order to complete their responsibilities. Many of these responsibilities include vital health and safety functions such as the prescribing of medications and alerting staff to safety risks such as documenting suicide threats being made by patients. Without a coordinated Domain Coordination and Support Model, the investment in implementation will be wasted, as work-around and system avoidance will take hold, rather than process improvements when staff encounter challenges.

In addition to the hurdles that must be overcome during the initial implementation, it is critical to note that major upgrades are released on a regular cycle and DSHS will need to remain compliant and also understand how to optimally leverage new functionality. Management of the multiple domains (platforms or environments involved) is a complex endeavor, requiring a blend of technical skill, exemplary coordination capabilities, and in-depth knowledge of the new workflows.

PROPOSED SOLUTION

The proposed solution includes a blend of state FTEs, five “solution owners” who will guide and monitor the adoption of specific aspects of the system, such as medication process, nursing, or revenue cycle; augmented by services from the vendor to provide regular upgrades, technical engineering troubleshooting, Tier 1 Help Desk support, and Quality Measure updates to maintain currency with new CMS and Joint Commission requirements and roll out Behavioral Health enhancements.

This is the most effective manner to ensure that the value expected is actually derived and the system functions to support clients of the Behavioral Health and Developmentally Disabilities program after the EHR Go-Live, as well as



DSHS VISION

People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION

To transform lives

DSHS VALUES

Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

provide a foundation to support other agencies, such as the Department of Corrections (DOC) as they proceed on a path to EHR.

A successful electronic health record will unify processes across the state hospitals around many key treatment and documentation processes, which will allow for improved care and greater consistency of practice and reduced risk.

EXPECTED RESULTS

Over 200 workflows are involved in the EHR. These have been developed on paper and electronically. Since Behavioral Health is a new arena for Cerner and daily use of an integrated EHR is new to the state hospitals, much improvement is expected once the various disciplines begin using it. Optimization will begin with workflows which are identified during "Go-Live" as needing the most refinement. Often what looked good on paper or in theory is simply not very effective in practice. During the first six months, identifying and remedying these would take priority.

Effective adoption of the EHR will be monitored, as well as calls for assistance. Analysis of patterns captured electronically and via "help" requests will afford the opportunity for targeted training and assistance.

Patients will benefit from the increased coordination and safety offered when the EHR is fully utilized to its maximum benefit. Other state agencies, such as the Department of Corrections (DOC), will benefit from the "Lessons Learned" from the state hospitals and the foundation support and domain coordination, which they could build upon.

STAKEHOLDER IMPACT

Hospital staff need a system that functions and supports care with minimum impact on work load.