# MHSOAC
## Mental Health Services
## Oversight & Accountability Commission

# Subcommittee on Innovation

July 17th, 2017

**WELLNESS · RECOVERY · RESILIENCE**

# INTRODUCTIONS
# AND
# MEETING STRUCTURE

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## MHSOAC
**Mental Health Services
Oversight & Accountability Commission**

# Overview of Innovation and Role of Subcommittee

Commissioner Itai Danovitch, MD, MBA
Vice-Chair, Subcommittee on Innovation

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# Impetus for Subcommittee

- Many proposals incremental, not innovative, self-sustaining, or generalizable
- Process cumbersome, unpredictable, time-consuming, frustrating
- Evolution of commission role: from overseeing funds to projects

# Subcommittee Objectives

| Encourage innovative plans and ideas | Promote effective proposals | Manage commission review process |

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**MHSA Vision: Right care, right time, and right place for all individuals, children and families at risk for or living with mental illness.**

1. **CSS**: Community Services and Supports
2. **PEI**: Prevention and Early Intervention
3. **WET**: Workforce, Education and Training
4. **CF/TN**: Capital Facilities and Technological Needs
5. **INN**: Innovation

to encourage **early identification** of and **response** to indicators of mental illness, help individuals recover from mental illness, **reduce the duration** of mental illness, **prevent the negative impacts** of mental illness, and **reduce stigma and discrimination** associated with mental illness, **promote health and wellness**

# Innovation mechanism

- Counties may use up to 5% of the funding they receive for CSS and PEI to pay for new and innovative programs that develop, test and implement promising practices that have not yet demonstrated their effectiveness

- MHSOAC's role:
  - To **support innovative proposals**. To uphold a common **standard**. To ensure projects are **truly innovative** (not just service expansions), make sure they are **feasible** (can achieve their objectives), and support the **dissemination** of the the **learnings/insights** that emerge

# How the MHSA "regs" define Innovation:

- An "Innovative Project" means "a project that the County designs and implements for a **defined time period** and **evaluates** to develop **new best practices** in mental health services and supports" (*California Code of Regulations, Title 9, Sect. 3200.184*).
  - **Time Limited**: Each Innovative Project "shall have an end date that is not more than five years from the start date of the Innovative Project" (*CCR, Title 9, Sect. 3910.010*).
  - **Unproven**: "A mental health practice or approach that has already demonstrated its effectiveness is not eligible for funding as an Innovative Project unless the County provides documentation about how and why the County is adapting the practice or approach… (CCR, Title 9, Sect. 3910(b)).
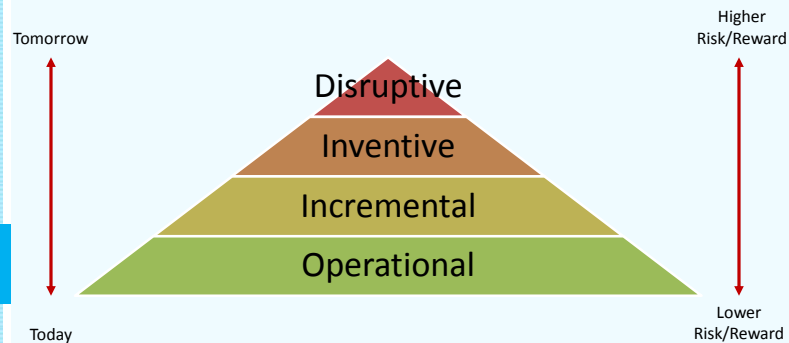
# How others define Innovation

- "The introduction of a new concept, idea, service, process, or product aimed at improving treatment, diagnosis, education, outreach, prevention and research, and with the long term goals of improving quality, safety, outcomes, efficiency, and cost"
  - Norman Einspruch. Innovation in Healthcare Delivery Systems: A Conceptual Framework
- "Turning an idea into a solution that adds value from a customer's perspective"
  - Nick Skillicorn, CEO & Founder of Improvides Innovation Consulting
- "Success is going from failure to failure without losing your enthusiasm"
  - Winston Churchill
- "You know it when you see it"
  - Potter Stewart, Supreme Court Justice

# Levels of innovation

Tomorrow

Higher Risk/Reward

Disruptive

Inventive

Incremental

Operational

Today

Lower Risk/Reward


# Bottom line

- Defining 'innovation' is elusive
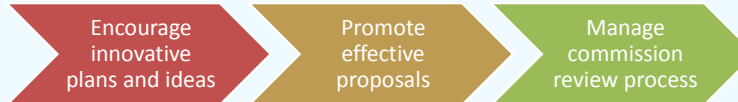- Defining a compelling proposal much more clear

# Suggested features of a compelling proposal

- What, specifically, is the problem?
  - Why is it important, and for whom?
- What has been done elsewhere to address the problem?
  - What the specific gaps have not been addressed?
    - **WHY?**
- What is the project's specific objectives?
- How will it achieve those objectives?
- How will the project measure or assess these objectives?
- How will learnings/insights (positive or negative) from the project be impactful?
- How will the innovation be sustained?
- How will it be spread or scaled?

# Where are we today?

| Encourage innovative plans and ideas | Promote effective proposals | Manage commission review process |
|---|---|---|
| • Summit<br>• Hatchery<br>• Partnerships | • Guidelines<br>• Templates<br>• Technical support | • Equitability<br>• Communication<br>• Efficiency<br>• Workload |

# Questions

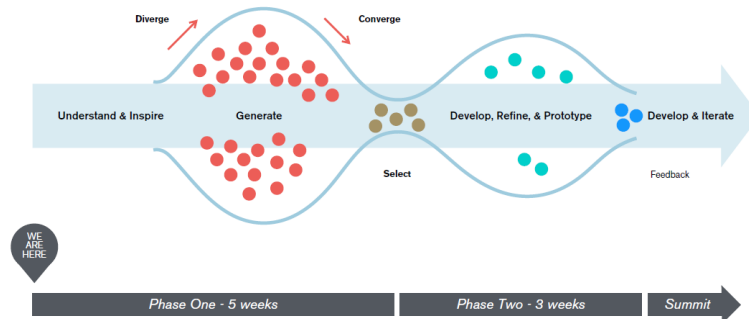- What is missing?
- What doesn't make sense?
- What is most compelling?
- What else should we be doing?
- Where can you help?

# APPENDIX

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## Ex. IDEO Design Thinking Process

Diverge      Converge

Understand & Inspire    Generate     Develop, Refine, & Prototype    Develop & Iterate

Select      Feedback

WE ARE HERE

| Phase One - 5 weeks | Phase Two - 3 weeks | Summit |

15      MHSOAC + IDEO Kickoff    17 April 2017

1. **Defining Innovation Process**
2. **Reducing Barriers**
3. **Encouraging Collaboration**
4. **Embracing Uniqueness**
5. **Informing Iteration**
6. **Inspiring New Ideas**

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### Mental Health Services
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# Proposed strategies for the planning and approval process of Innovation projects

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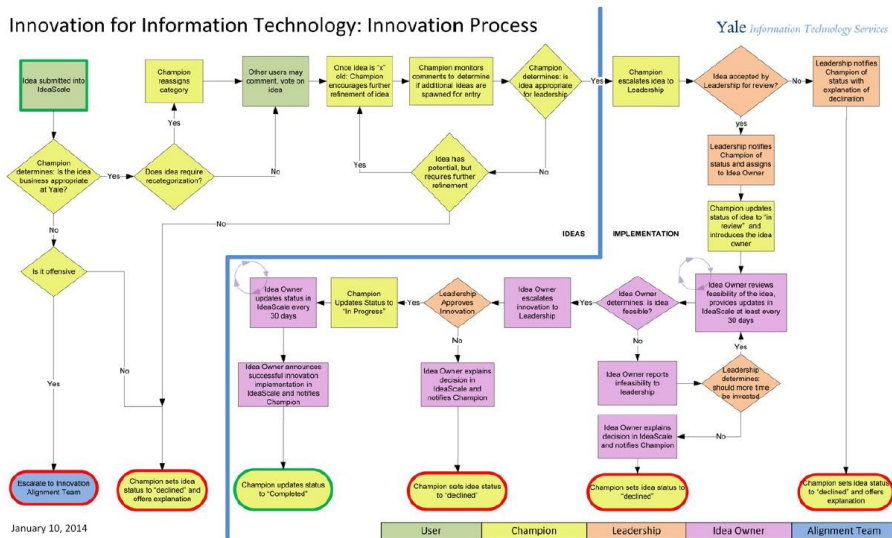
# Recap from July 10th meeting

- OAC staff presented a proposed framework for **designing an Innovation project**.

- After an open discussion, participants suggested engaging a few county and stakeholder representatives to build out the framework in a visual diagram (or flow chart)
  - Ventura County
  - Riverside County
  - Orange County
  - Mono County
  - Santa Barbara County
  - CASRA

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## How to provide clarity on calendaring Counties to present Innovation projects to Commission for approval

- Consider how others determine when to place items on an Agenda
  - Office of Administrative Law-
    - OAL Checklist (https://www.oal.ca.gov/wp-content/uploads/sites/28/2017/05/Notice-Review-Checklist-8-2015.pdf)
    - The Publication Schedule (https://www.oal.ca.gov/wp-content/uploads/sites/28/2017/05/NR-Schedule-2017-FINAL.pdf)
  - Yale Information Technology Services Innovation Flowchart
    - Intake, Triage, Refinement, Escalation, Decision, Ownership, Implementation
  - Other Bureaucratic processes

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# Ex. Yale Information Technology Services Innovation Flowchart



https://its.yale.edu/sites/default/files/IdeaProcess011014.pdf

# Proposed MHSOAC Innovation Queue and Calendaring Process

1. Refer to handout
2. Areas of discussion
   - ❖ Does it meet the intent of the Act and regulations?
   - ❖ Is it feasible?
   - ❖ Process
     - ❖ 1st in=1st out vs. other recommendations
   - ❖ Add expected timeframes
     - ❖ When and where?
   - ❖ How many Projects to review per meeting
   - ❖ Anything missing?

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# Proposed Checklist of Minimum Requirements

1. Refer to handout
2. Areas of discussion
   - ❖ The intent
   - ❖ Its role
   - ❖ What to keep/what to remove?
   - ❖ Anything missing?

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## The Innovative Project Plan Description - Optional Template

1. Refer to handout
2. Areas of discussion
   ❖ The intent
   ❖ Its role
   ❖ Areas of improvement

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# Presentation Framework

1. What is this?
2. Examples
   ❖ Legislative Analyst's Office
   ❖ Others
3. Current practice
   ❖ OAC Staff Summary- refer to handout
   ❖ County Slide deck and Brief
4. Areas to discuss
   ❖ Guidance on what Commissioners' expect in analysis
   ❖ Guidance on what Commissioners' expect from presentations

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# NEXT STEPS?

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