



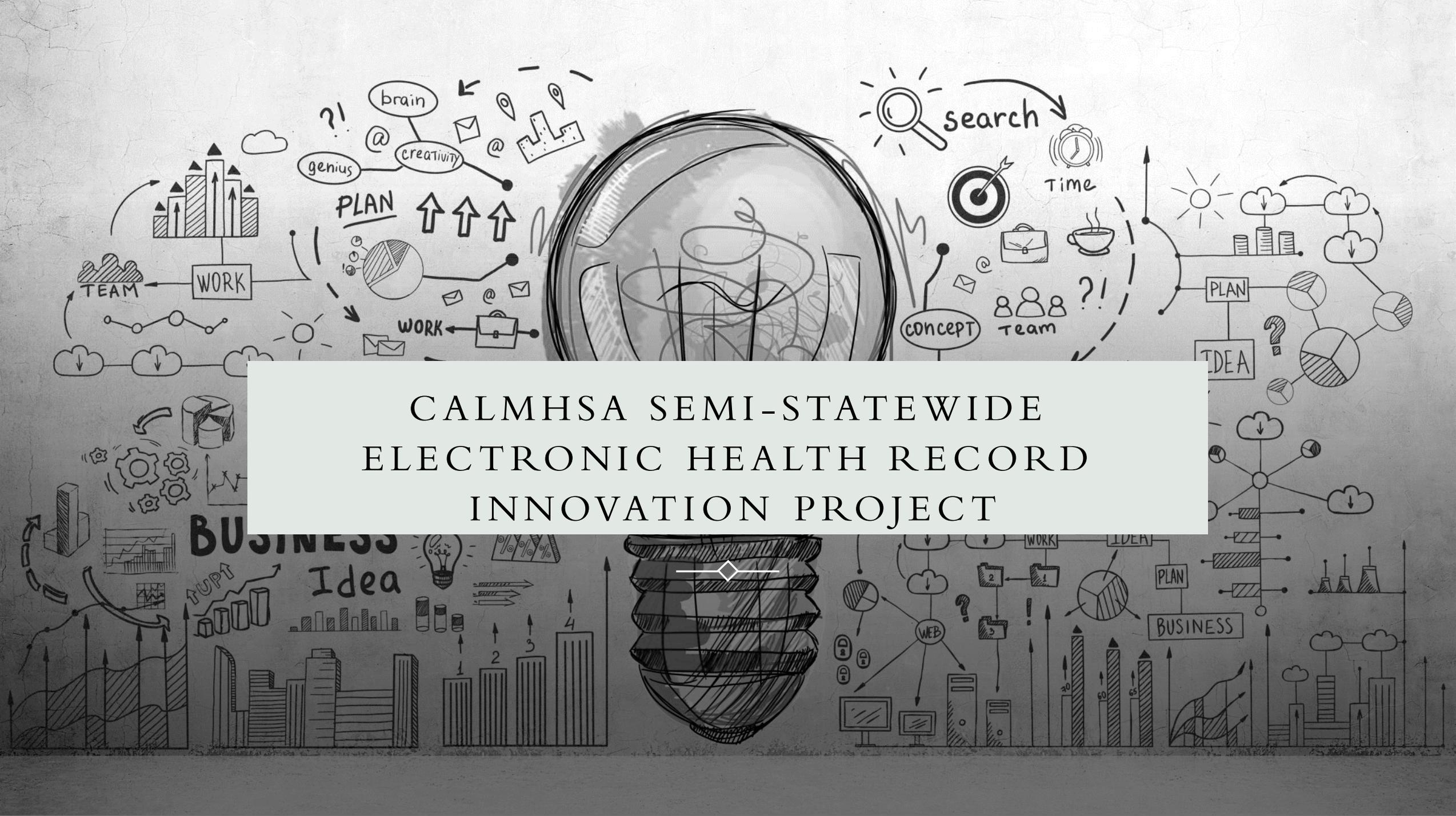
WELLNESS • RECOVERY • RESILIENCE



Mental Health Services
Oversight & Accountability Commission

Commission Teleconference Meeting October 27, 2022 Presentations and Handouts

- Agenda Item 6:** •Presentation: CalMHSA Semi-statewide Electronic health record Innovation Project
- Agenda Item 8:** •Presentation: Elevating the Commission’s Voice On Racial Equity - Racial Equity Plan
- Agenda Item 9:** •Presentation: Strengthening MHSA Innovation through a Culture of Learning and Collaboration



CALMHSA SEMI-STATEWIDE
ELECTRONIC HEALTH RECORD
INNOVATION PROJECT

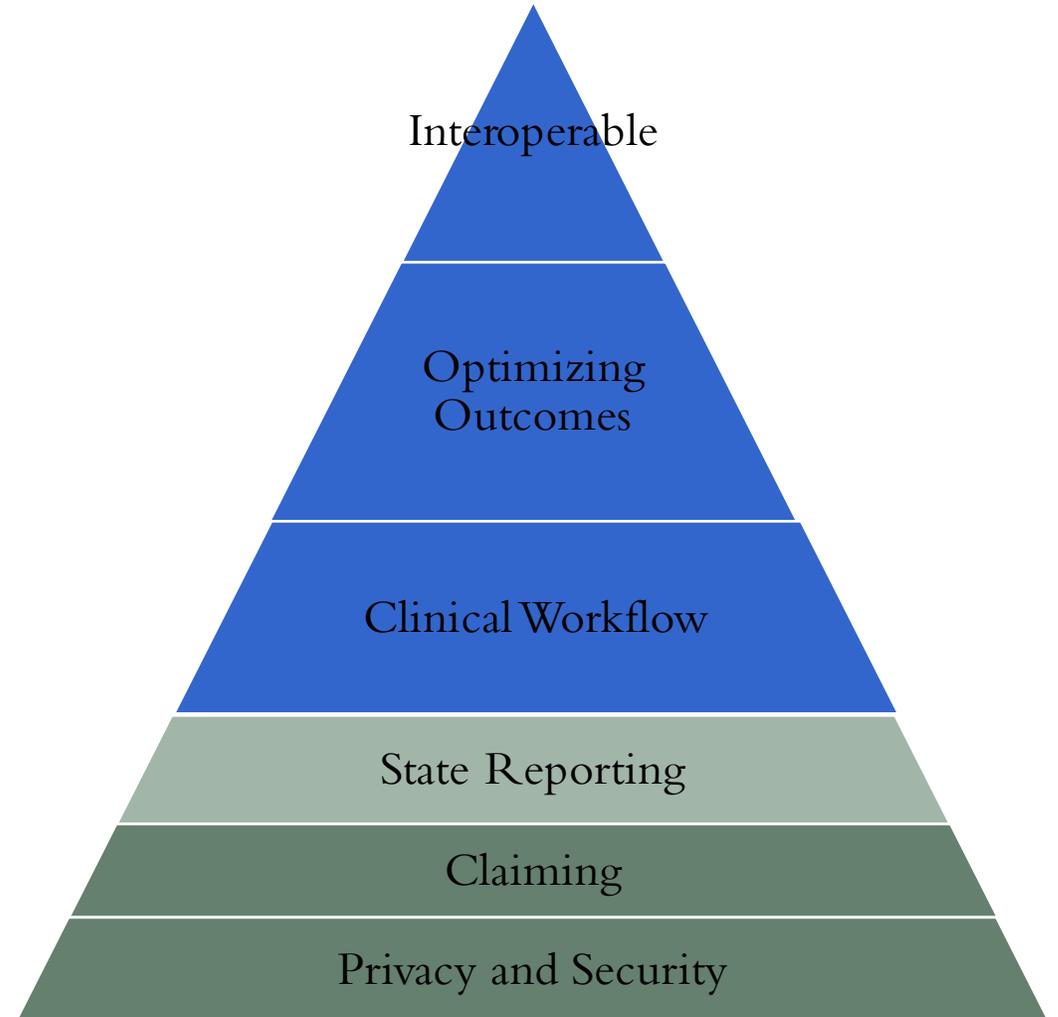
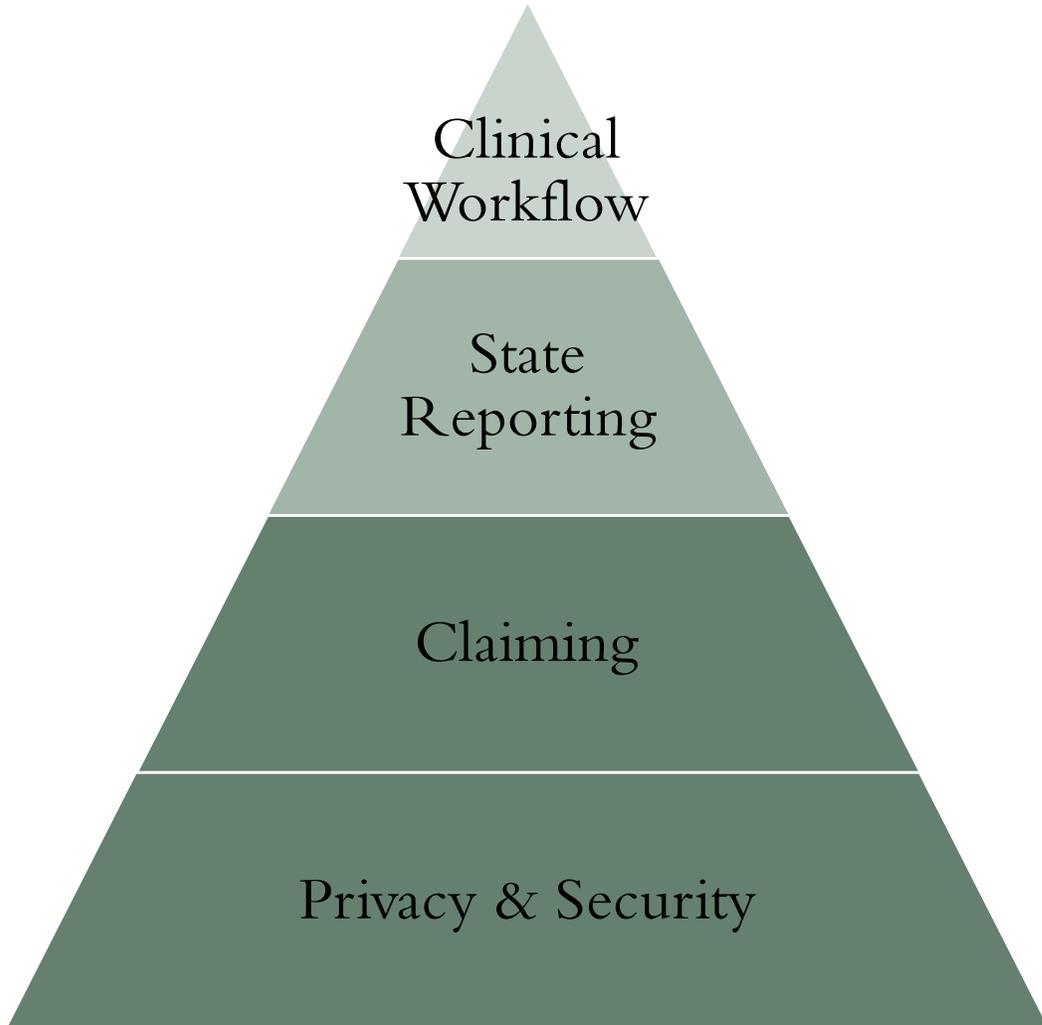
Who is CalMHSA?

The California Mental Health Services Authority (CalMHSA) is a Joint Powers Authority (JPA), formed in 2009, to create a separate public entity to provide administrative and fiscal services in support of the Members' Mental/Behavioral Health Departments, whether acting alone or in collaboration with other Departments.

What is the Semi-Statewide Electronic Health Record?

- We have joined 23 counties together to implement a standardized semi-statewide electronic health record.
- The INN Project will develop a customized solution to meet the specific complex business needs of the California behavioral health system, which functions as both a provider of specialty clinical care and a managed care plan.
- We are reconceptualizing the EHR as a tool to:
 - Improve Clinical Workflows: Organizes the client health journey in a meaningful way that facilitates coordination and celebrates recovery.
 - Optimize Outcomes: Acts as a solution that helps identify and spread innovative practices.
 - Be Interoperable: Structures information to support care coordination with our trading partners, including health and social services providers.

Electronic Health Record Hierarchy of Needs



Why?



SERVICE DEMAND
IS UP

+



WORKFORCE
IS DOWN

=



INNOVATION
IS ESSENTIAL

VISION:
WE WANT
MORE

- Time with clients
 - Longitudinal understanding of the client's story
- ◇—
- Freedom to use clinical judgment
 - Space to collaborate as a team

Our Partners so far:



CALIFORNIA
HEALTHCARE
FOUNDATION



IDEO

Evaluation:

Reduce Overall
Documentation
Burden By At Least
30%

OBJECTIVE I: Evaluate stakeholder perceptions of and satisfaction with the decision-making process.

OBJECTIVE II: Conduct formative assessments to iteratively improve the design and usability of the new EHR.

OBJECTIVE III: Conduct summative assessment of user experience and satisfaction with the new EHR and change in documentation burden.

Budget:

CalMHSA Budget
reflects Evaluation,
Human-Centered
Design and Staffing
Costs

Evaluation/Human-Centered Design:

- RAND/IDEO

CalMHSA INN Project Support:

- Sr. Business Analyst
- Executive Assistant
- Contracting Consultant
- Epidemiologist
- Sr. Director Managed Care Operations
- Sr. Director Health Information Technology
- Director IT Revenue Cycle Management
- Executive Director

County	CPPP Completion
Placer	9/27/2022
Kings	10/3/2022
Mono	10/18/2022
San Joaquin	10/18/2022
Siskiyou	10/18/2022
Ventura	10/25/2022
San Benito	11/22/2022
Imperial	1/13/2023

Community Program Planning Process

Humboldt, Sonoma, and Tulare counties are part of this initial request. Each have completed a 30-day public comment period, held a public hearing by Local Mental Health Boards, and received county Board of Supervisor's approval.



THANK YOU!

QUESTIONS? EHRINN@CALMHSA.ORG



Proposed Motions (3): The Commission approves INN funding for this EHR Project in a total amount of \$11,310,145.54 to be allocated among the three counties over a five-year period, as follows:

COUNTY	TOTAL INN FUNDING REQUESTED	DURATION OF INN PROJECT
Humboldt	Up to \$608,678 in MHSA INN funding	5 Years
Sonoma	Up to \$4,420,447.54 in MHSA INN funding	5 Years
Tulare	Up to \$6,281,021 in MHSA INN funding	5 Years
	TOTAL: \$11,310,146.54	

A person is seen from behind, climbing a rope structure against a sunset sky. The person's hair is blowing in the wind. The sun is low on the horizon, creating a bright glow and lens flare. The background shows a body of water and a cloudy sky. The overall mood is one of determination and achievement.

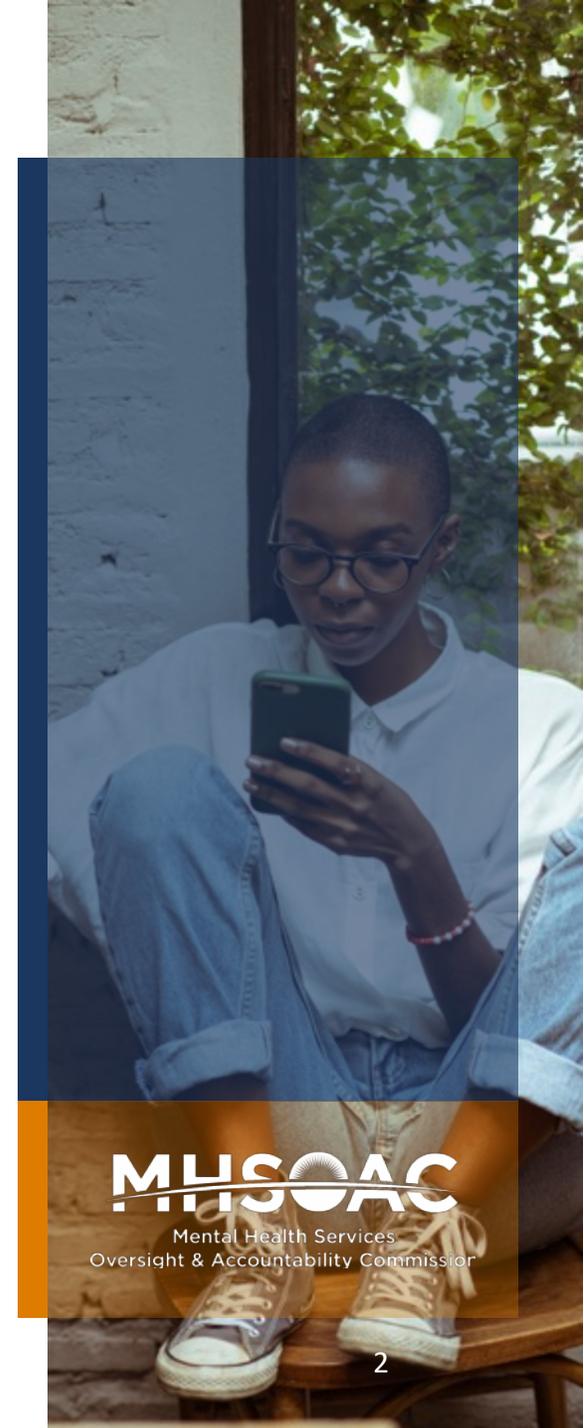
ELEVATING THE COMMISSION'S VOICE ON RACIAL EQUITY

Racial Equity Plan

October 2022

The Commission's Commitment to Transformational Change in Mental Health

The Commission works through partnerships to catalyze transformational changes across service systems so that everyone who needs mental health care has access to and receives effective and culturally competent care.



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Policy Changes and Cultural Shifts Meeting the Moment

- Racial disparities are highlighted in the MHSA
- Directly confronting the racism will open pathways for everyone.
- These disparities are maintained by governmental policies and structures.
- Governor Newsom's September 2022 executive order establishing Racial Equity Commission

Capitol Collaborative on Race and Equity

- **California Strategic Growth Council** in collaboration with the Public Health Institute to support the CCORE– a racial equity capacity-building program for California State employees.
- CCORE implements a commitment by the **Health in All Policies Task Force** to increase the capacity of State government to advance health and racial equity.
- Key Features:
 1. Training cohorts
 2. Staff team that provides technical assistance, coaching, and support towards system change
 3. Cross-agency networking and enterprise-wide executive engagement

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Our Work to Date

Trainings

- Monthly CCORE training sessions with Race Forward and 16 other state agencies (August 2020 -October 2021)
- Staff training provided by consultant

Research

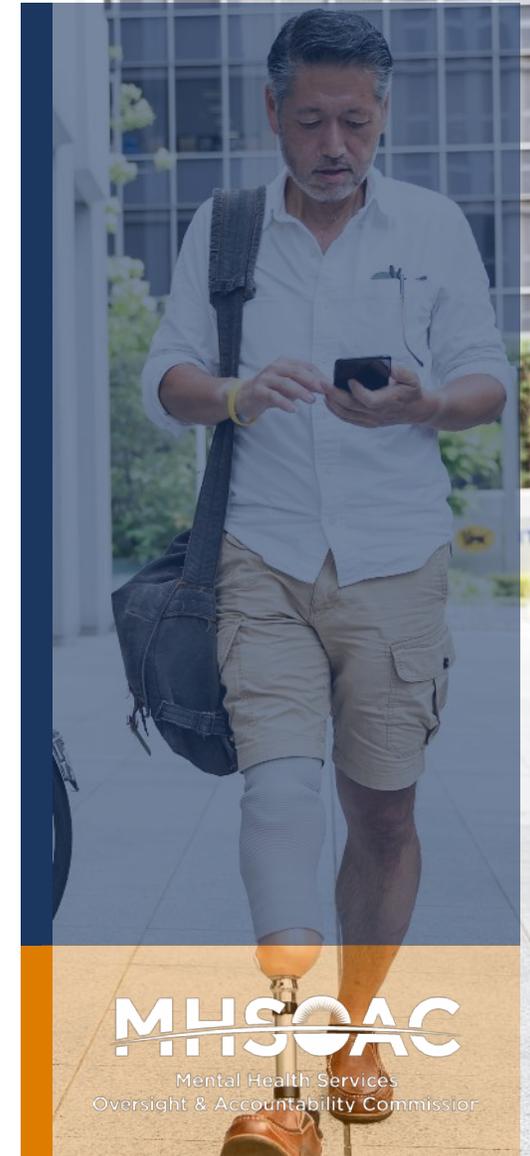
- Review state agency racial equity plans (REPs)
- Meetings with Evaluation Committee Member Dr. Ruth Shim
- Data analysis and review

Planning

- JEDI bi-weekly sessions
- Quarterly all-staff sessions, including an individual input survey, small group notes, and verbal report outs
- Meetings with leadership

Engagement

- Interviews with other state agencies
- Meetings with Commission contracted Community Advocated
- CLCC meetings (with CFLC)
- CFLC meeting (with CLCC)



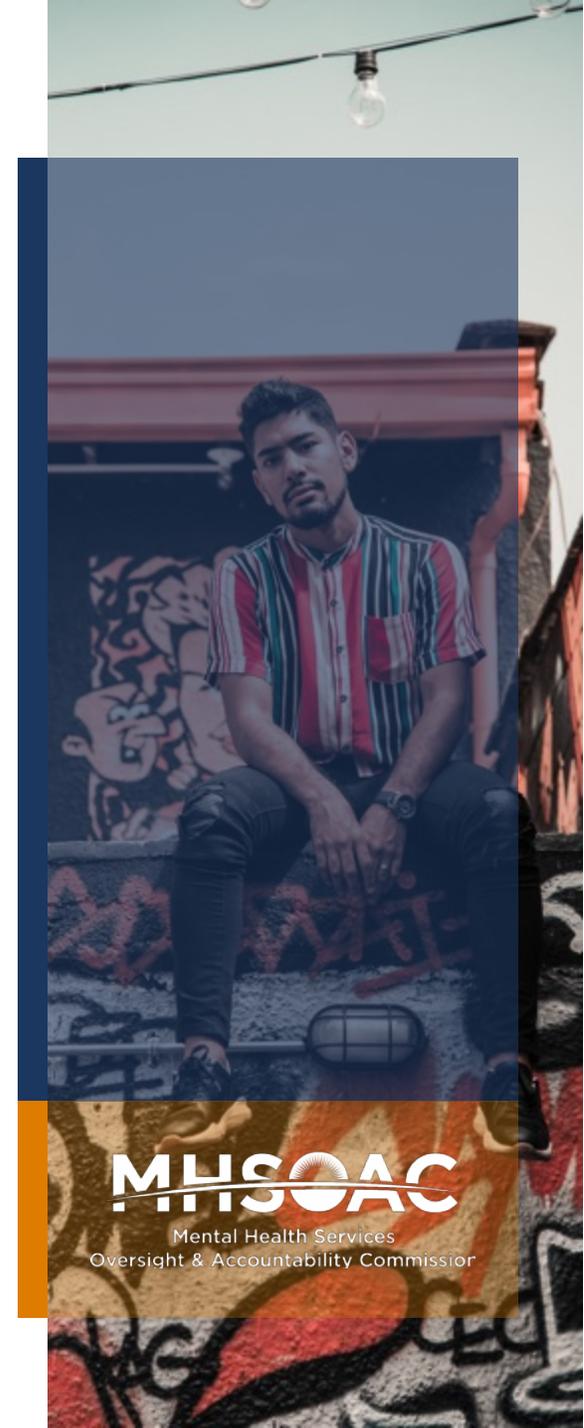
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Racial Equity Plan Outline

- Commission Meeting Planning
- DEI in Commission Staffing
- Grant Funding
- Innovation
- Research and Evaluation
- Policy Research
- Communications



Prioritizing Equity in the Commission's Work

Racial Equity Declaration

The Commission acknowledges that racism, discrimination, and bias have negatively impacted mental health outcomes in California both historically and persistently. The Mental Health Services Act explicitly calls for addressing disparities and racial equity in mental health. The Commission commits to recognizing historic harm, to working in collaboration with California's diverse communities to remedy this harm, and striving for equity in all our work.

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Proposed Motion

The Commission approves the Racial Equity Plan.

The logo for the Mental Health Services Oversight & Accountability Commission (MHSOAC). It features the acronym 'MHSOAC' in a bold, white, sans-serif font. A horizontal line is drawn through the middle of the letters 'H', 'S', and 'O'.

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Thank You

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Strengthening MHSA Innovation through a Culture of Learning and Collaboration

Presented By
Sharmil Shah, Psy.D
Chief of Program Operations

Date: October 27, 2022

Agenda:

- Background
- Social Finance-Systems Analysis Project
- Concerns and Areas of Opportunity
- Innovation Implementation Plan

Background

- Provide Strategic Guidance
- Support TA and Training
- Enhance Evaluation
- Disseminate Information

Social Finance: Systems Analysis Project



SOCIAL FINANCE

Appendix A

Innovation Action Plan

Deliverable 4, MHSOAC Incubator Systems Analysis Project
August 2021 (Updated October 2021)

PREPARED FOR:



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APPENDIX B: IAP RECOMMENDATION PRIORITIZATION MATRIX (1/2) FOR DISCUSSION

Recommendation	Impact	Ease of Implementation	Resources	Related recommendations
1. Supplement the definition of innovation with further guidelines				
Create an Innovation FAQ resource to clarify areas of ongoing uncertainty	●●●●	●	\$ \$ \$	All
Develop a publicly available (non-exhaustive) list of types of projects that would qualify as "innovative."	●●●○	●	\$ \$ \$	1A, 2A, 2B, 3B, 4A, 4C, 4D, 6, 8
2. Expand and deepen technical assistance to Counties				
Strengthen support functions to meet County needs	●●●●	●	\$ \$ \$	1A, 1B, 2B, 3A, 3C, 4A, 4B, 4C, 5, 6, 7
Consider forming an "Innovation Working Group"	●●●○	●	\$ \$ \$	1A, 1B, 2A, 3A, 3C, 4A, 4B, 4C, 5, 6, 7
3. Further clarify expectations for Plan development				
Simplify the Innovative Project Plan Recommended Template	●●●○	●	\$ \$ \$	1A, 2A, 2B, 3B, 3C, 4A, 4C, 4D, 5, 6, 7
Create a discussion guide for the Commission and others to use when assessing Plans	●●●○	●	\$ \$ \$	1A, 3A, 3C, 4A, 4C, 4D, 5, 6, 7, 8
Develop target dates for submitting Plan concepts and drafts to MHSOAC staff	●○○○	●	\$ \$ \$	1A, 2A, 2B, 3A, 3B, 4B, 5, 6, 7

Impact (How much will this improve MHSOAC Innovation?)

Less impact → More impact

●○○○ → ●●●●

Ease of Implementation (How difficult will it be to make this change?)

Difficult to implement → Easier to implement

●○○○ → ●●●●

Resources (What financial / staff resources are required to implement?)

Less resources → More resources

\$ \$ \$ → \$ \$ \$

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APPENDIX B: IAP RECOMMENDATION PRIORITIZATION MATRIX (2/2) FOR DISCUSSION

Recommendation	Impact	Ease of Implementation	Resources	Related Recommendations
4. Develop mechanisms to accelerate the diffusion of learnings from Innovation Projects				
Publish case studies of stand-out practices and processes	●●●●	●	\$ \$ \$	1A, 1B, 2A, 2B, 3A, 3B, 4B, 4C, 4D, 6, 8
Host an annual Innovation convening	●●●○	●	\$ \$ \$	1A, 2A, 2B, 3C, 4A, 4C, 4D, 6, 8
Create a database of Innovation Projects	●●●○	●	\$ \$ \$	1A, 1B, 2A, 2B, 3A, 3B, 4A, 4B, 4D, 6
Require Counties to present concise outcomes and findings summaries at Commission meetings	●●●○	●	\$ \$ \$	1A, 1B, 3A, 3B, 4A, 4B, 4C, 6, 8
5. Test a multi-stage approval process that provides concept approval earlier in the Plan development cycle				
	●●●○	●	\$ \$ \$	1A, 2A, 2B, 3A, 3B, 3C, 7, 8
6. Develop a community engagement resource for Counties, identifying tactics for deeper community engagement and lessons learned				
	●●●○	●	\$ \$ \$	1A, 1B, 2A, 2B, 3A, 3B, 3C, 4A, 4B, 4C, 4D, 7, 8
7. Further publicize and clarify existing flexibilities that strengthen County planning processes				
	●●●○	●	\$ \$ \$	1A, 2A, 2B, 3A, 3B, 3C, 5, 6, 8
8. Develop additional orientation materials for new Commissioners				
	●●●○	●	\$ \$ \$	1A, 1B, 3B, 4A, 4B, 4D, 5, 6, 7

Impact (How much will this improve MHSOAC Innovation?)

Less impact → More impact

●○○○ → ●●●●

Ease of Implementation (How difficult will it be to make this change?)

Difficult to implement → Easier to implement

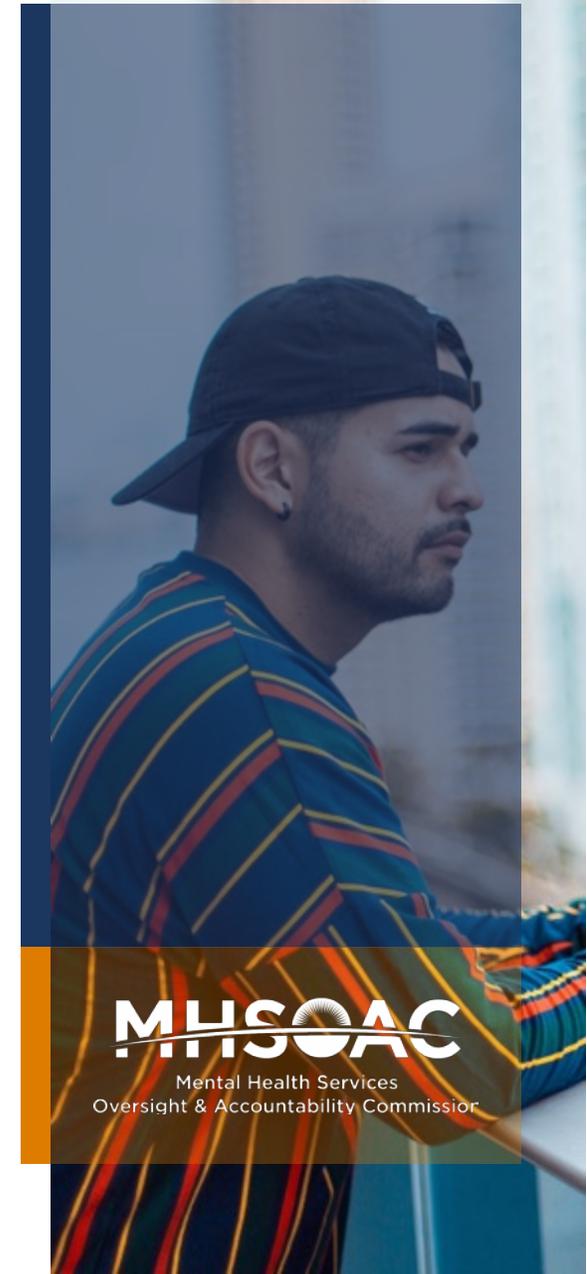
●○○○ → ●●●●

Resources (What financial / staff resources are required to implement?)

Less resources → More resources

\$ \$ \$ → \$ \$ \$

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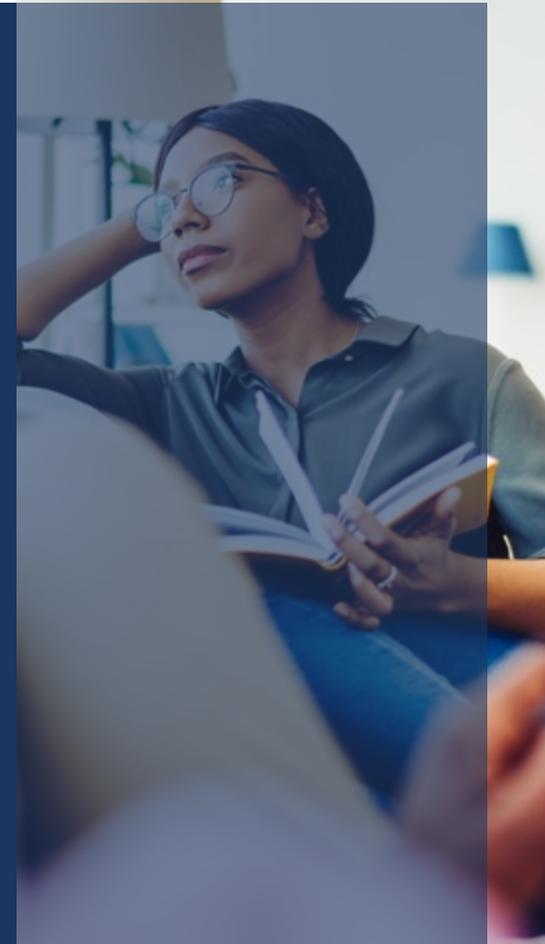
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Areas of Opportunity

- Help counties develop transformative innovation projects
- Strengthen the Commission's review process
- Facilitate learning across and within counties

Help Counties Develop Transformative Innovation Projects

- Develop an FAQ
- Develop Community Engagement resources
- Review Support Tools
- Expand Technical Assistance

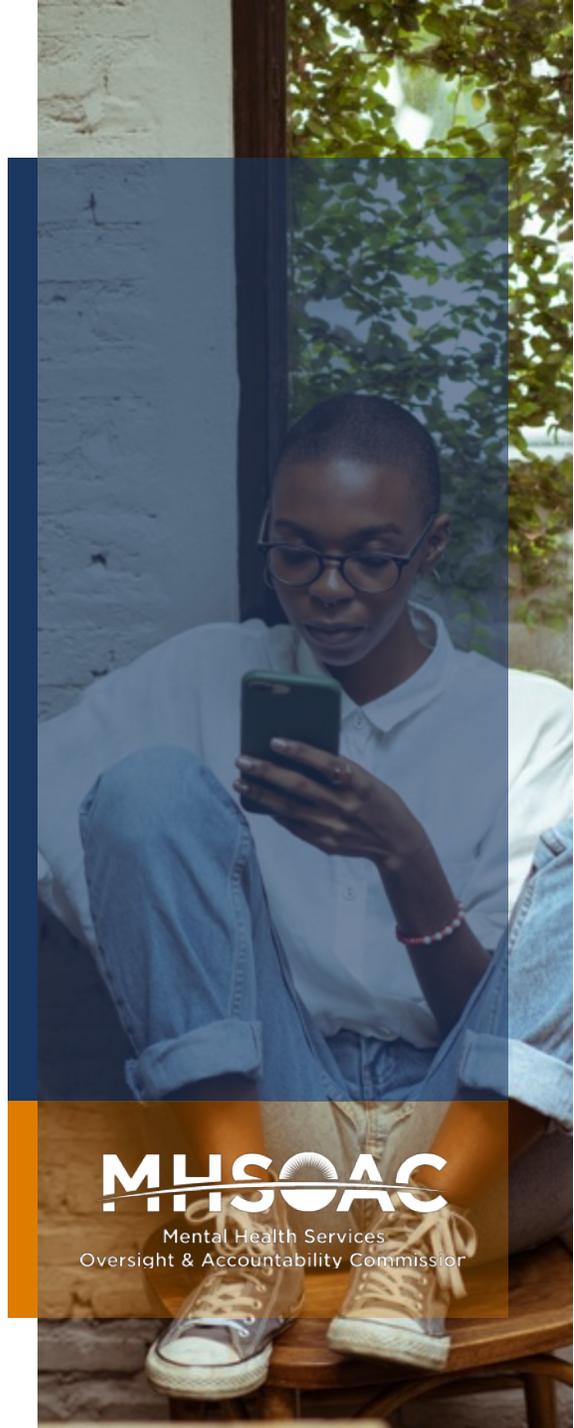


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Strengthen the Commission's Review Process

- Develop a Simplified Innovation Project Summary
- Create a Discussion Guide for Reviewers
- Enhance support for Commissioners



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Facilitate Learning Across and Within Counties

- Develop Case Studies of Stand –Out Practices
- Create a Database of Outcomes
- Launch an Innovation Summit

Innovation Implementation Plan

Help Counties Develop Transformative INN Projects

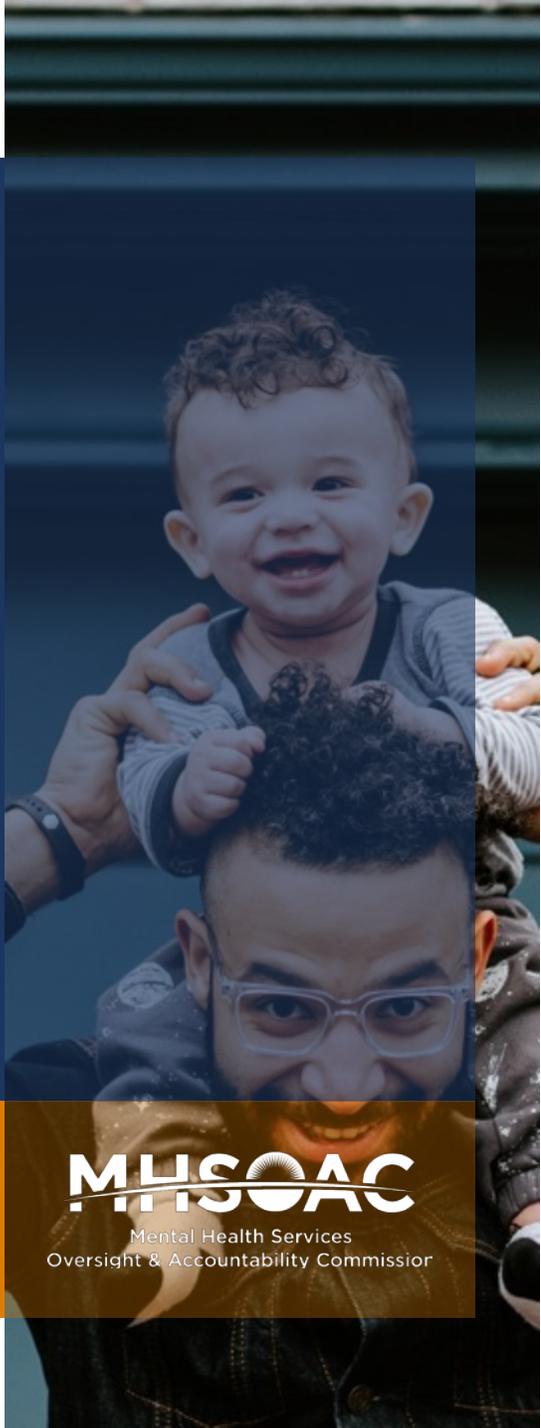
- Develop FAQ
- Develop community engagement resources
- Review support tools
- Expand technical assistance

Strengthen Commission's Review Process

- Develop simplified project summary
- Create a discussion guide for reviewers
- Enhance support for Commissioners

Facilitate Learning Among Counties

- Develop case studies of stand-out projects
- Create a data base of outcomes
- Launch an Innovation Summit



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Thank You

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Proposed Motion:

The Commission approves the Innovation Implementation Plan and directs staff to seek the financial resources and additional staff necessary to carry out the Plan's recommendations.

