

LAKE COUNTY MENTAL HEALTH COALITION

October 9, 2017 Coalition Meeting

Data Sharing Project

Pulling All the Pieces Together
Preparing to Move Forward

AGENDA

- **WELCOME / INTRODUCTIONS (5 MINUTES)**
- **RECAP OF THE DATA SHARING PROJECT (5 MINUTES)**
- **MOVING FORWARD**
 - Data Sharing Vision **(15 MINUTES)**
 - Go First Strategies **(30 MINUTES)**
 - Recommendations **(20 MINUTES)**
- **NEXT STEPS (10 MINUTES)**
 - Project Report – to be sent out to the Coalition mid October
 - Draft Report Table of Contents (Handout)
 - Coalition Members are asked to come prepared to the November 13, 2017 meeting to discuss how the Coalition can come to general agreement on
 - Data Sharing Vision and
 - Go First Strategies

Recap of the Data Sharing Project

COALITION GOALS

The purpose of the Lake County Mental Health Coalition (Coalition) is to advance sustainable community-level change through collaborative efforts, such as enhanced system-wide data sharing, coordination, and collaboration, in order to better leverage existing limited resources and maximize the impact.

RESULTS OF DATA SHARING:



IMPROVED ACCESSIBILITY & SERVICES

Communities with provider shortages gain access to in-demand specialists.



JAIL DIVERSION

A coordinated system can align individuals with their needs earlier and avoid legal and criminal events



DECREASED COST

Early intervention and less acute cases from consistent coordinated care



CARE COORDINATION

Systematic tracking and case management of patients can support improved behavioral health outcomes



IMPROVED EXPERIENCE OF CARE

Improve patient satisfaction by reducing wait times and reduce attrition in the system



HIGHER QUALITY DATA

Coordinated systems surface data to make decisions on behalf of individuals with behavioral health needs

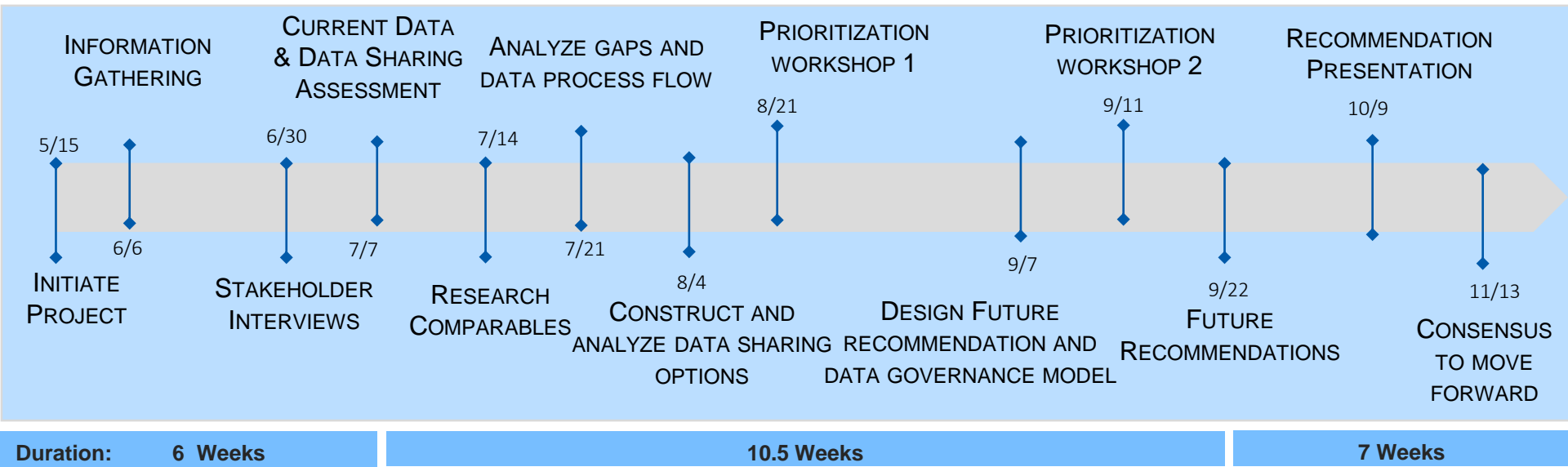


CLINICIAN SATISFACTION

Automation reduces time spent on tasks (i.e. phone calls versus timely ADT messaging)

PROJECT TIMELINE

HIGH – LEVEL TIMELINE OF ACTIVITIES



DATA SHARING PROJECT PROCESSES

Completed Activities

Current State Assessment

- Current data sharing efforts/initiatives
- Data available by stakeholder
- Analysis of data sharing privacy and security laws
- Barriers (real or perceived)

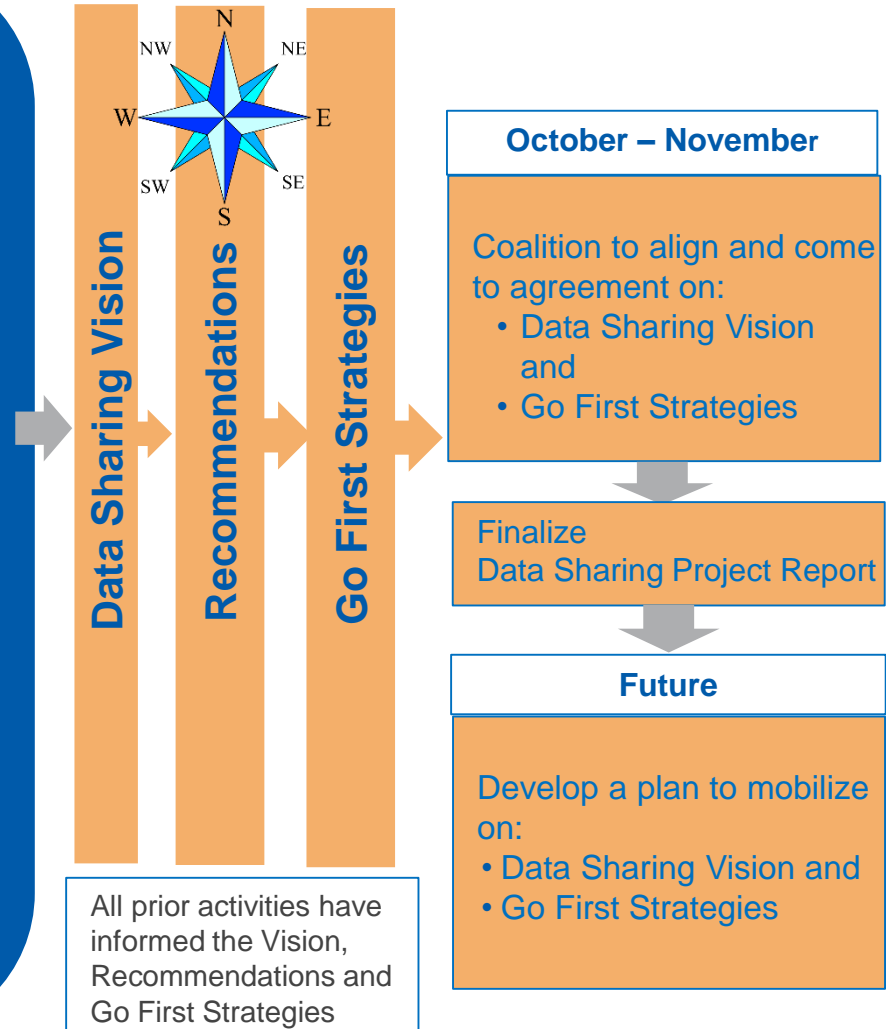
Research

- Throughout the work of the Data Sharing Project, research was conducted to learn about:
 - The Lake County behavioral health community,
 - Initiatives underway within the Lake County behavioral health community; and
 - Other similar initiatives or trends occurring *nationally or locally* impacting this project.

Workshops

- Research comparable models and characteristics
- Prioritization of information / decisions needed by Lake County BH community
- Prioritization of data that could be used - Data sharing prioritization matrix
- Analysis of data sharing models that could work in Lake County

Current and Next Activities



Moving Forward

Data Sharing Vision

Data Sharing Go First Strategies

Recommendations

DATA SHARING VISION

One of the essential steps to **advancing sustainable community-level change through a system-wide data sharing initiative** within Lake County is for the Coalition to come to general agreement around a **Data Sharing Vision**.

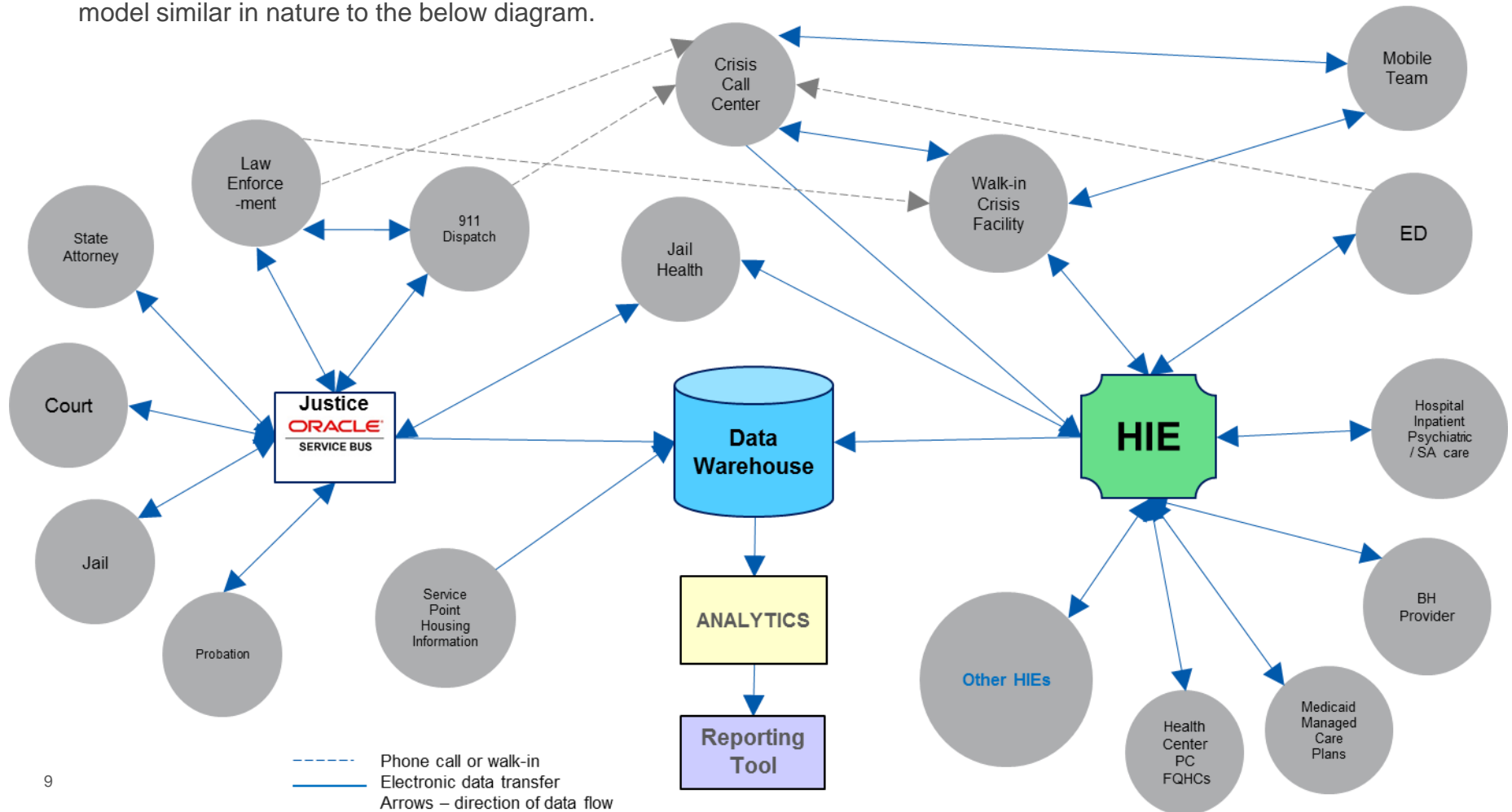
The following slides are intended to assist the Coalition in exploring a Data Sharing Vision within the context of:

- A Long Term Extended View – Hybrid Model
- **Data Sharing Vision**
- Pilot Project Data Sharing Approach

Extended Long Term View – Hybrid Model for Data Sharing

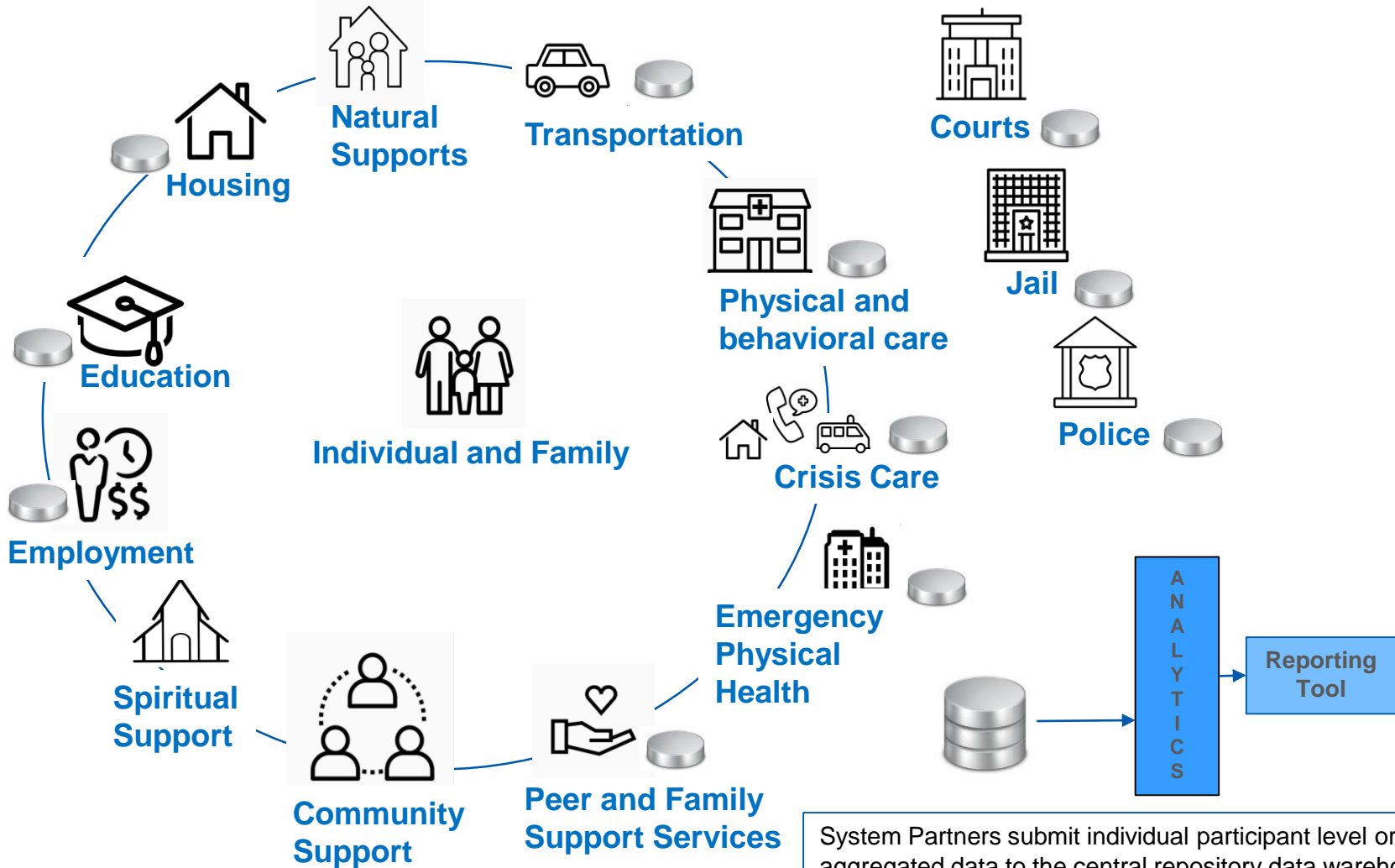
Coalition Members and stakeholders conveyed a desire have a hybrid model of data sharing. Based on research conducted, a hybrid model provides for a sophisticated approach to care coordination, analytics and reporting. However, this model will take an extended length of time to realize a hybrid model and involve stakeholders beyond the Lake County behavioral health community.

As such, the Coalition can embrace this extended long term view for the future while **working towards an achievable Data Sharing Vision for that Lake County behavioral health community** that will naturally move towards a hybrid model similar in nature to the below diagram.



Lake County Mental Health Coalition Proposed Data Sharing Vision

The Data Sharing Project research and facilitated discussions supports the Coalition in adopting a person-centered Data Sharing Vision that utilizes a central repository data warehouse that contains participant level data. This model will enable care coordination; and analytics and reporting to support planning and oversight tasks.

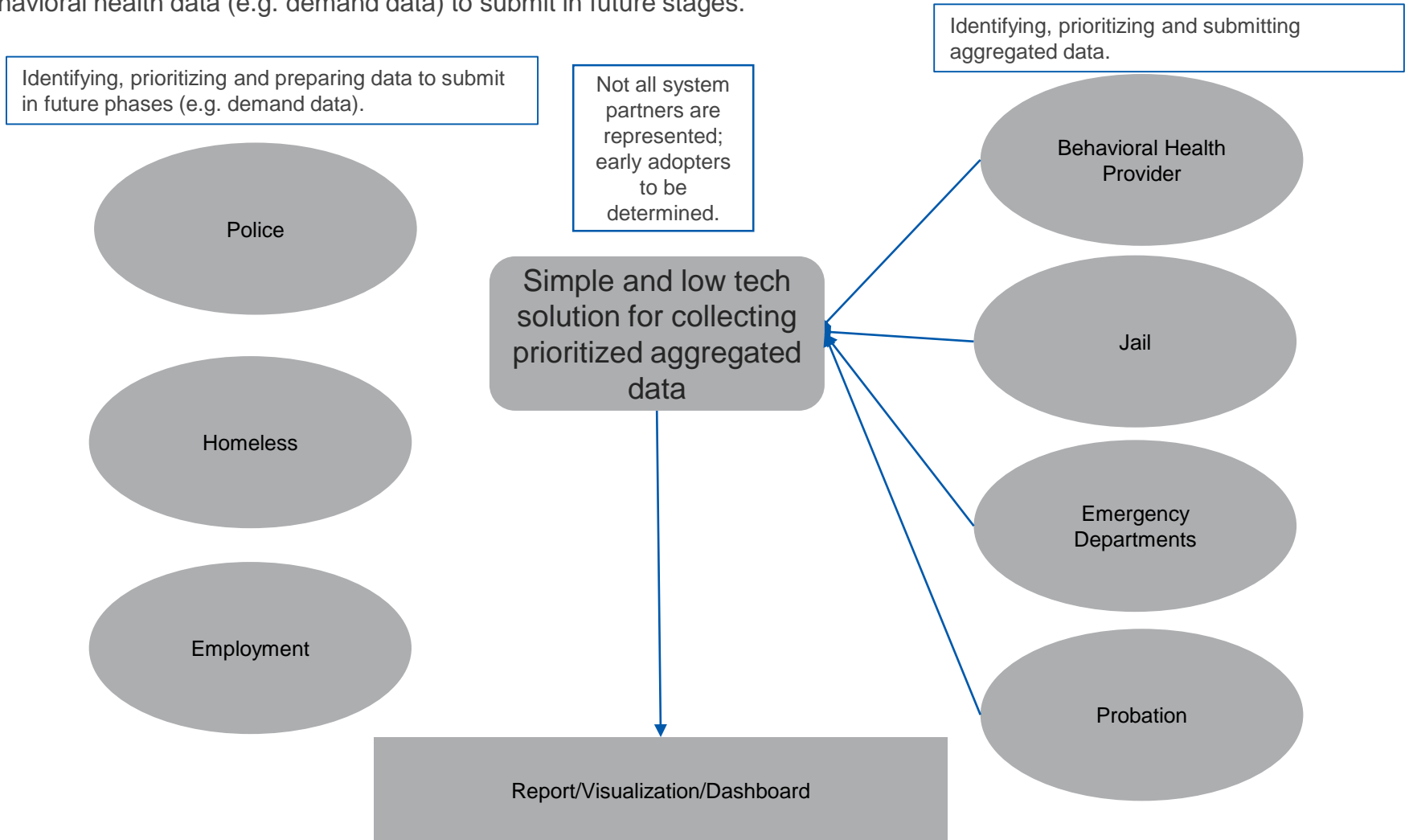


The Data Sharing Vision will be implemented in a manner that is consistent with the Coalition's Guiding Principles.

System Partners submit individual participant level or aggregated data to the central repository data warehouse. The data warehouse has look-up capabilities for allowable entities.

Pilot Project Data Sharing Approach

A pilot project is envisioned to afford the Coalition an opportunity to test initial data collection and reporting strategies that can then be used to inform a future larger scale data sharing plan. Further, a pilot project supports the **initial collection of some crucial information that can be used for planning and oversight purposes**. A data Sharing Pilot Project engages several early adopters from several cross system partners to submit aggregated data including behavioral health providers, emergency departments, Lake County Jail and Probation while other system partners are working to identify behavioral health data (e.g. demand data) to submit in future stages.

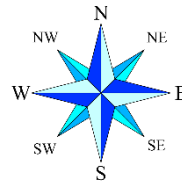


GO FIRST STRATEGIES

GO FIRST STRATEGIES

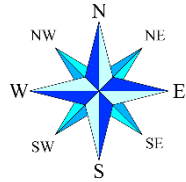
One of the essential steps to **advancing sustainable community-level change through a system-wide data sharing initiative** within Lake County is for the Coalition to come to general agreement around **Go First Strategies**.

Go First Strategies are intended to be directional in nature, with more detailed project plans to be developed.



The following slides are intended to assist the Coalition in exploring **Go First Strategies**.

GO FIRST STRATEGIES

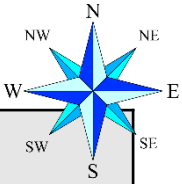


The Coalition is committed to advancing sustainable community level change through collaborative efforts, such as enhanced system-wide data sharing, coordination, and collaboration, in order to better leverage existing limited resources, and maximize the impact. (Coalition Charter)

Towards that end, the Coalition can adopt these eight Go First Strategies as a first step towards eventually achieving its future vision for data sharing (listed in no particular order as they are intended to begin simultaneously):

1. Implement a Data Sharing Pilot Project	
Activities	Anticipated Benefits
<p>Design a Data Sharing Pilot Project engaging early adopters from several cross system partners including behavioral health providers, Emergency Departments, Lake County Jail and Lake County Probation.</p> <p>Plan and design a simple and low tech solution for collecting aggregated data and preparing reports.</p>	<p>A pilot project will:</p> <ul style="list-style-type: none"> ▪ Afford the Coalition an opportunity to test initial data collection and reporting strategies that can then be used to inform a future larger scale data sharing plan. ▪ Support the initial collection of some crucial information that can be used for planning and oversight purposes.
<p>Why this Go First Strategy? Designing a Pilot project will support overall understanding of what needs to happen to develop a framework to support decision making, including what data is needed to answer what questions, data governance that needs to be in place, and what technical systems and applications will be used. As a result, Memorandum of Understandings (MOUs), Data Sharing Agreements and General Release of Information forms can be designed and developed for the pilot, while also aiming towards the vision. Additionally, a Pilot will provide what worked, what needs improvement, and understanding and realization of the anticipated benefits.</p> <p>Success = Initial report/visualization/dashboard of key aggregated data and lessons learned.</p>	

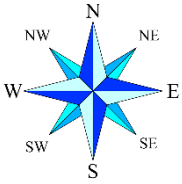
GO FIRST STRATEGIES



2. Develop and Mobilize on Data Governance Structures and Activities

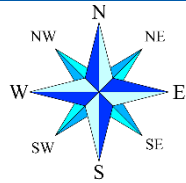
Activities	Anticipated Benefits
<p>Design and implement Data Governance Structures and Activities. Structures should consider some of the short and long term needs of data sharing initiative. Data Steward Workgroups should be mobilized to focus on the plans for the Data Sharing Pilot Project and prioritize data that supports answering questions such as:</p> <ul style="list-style-type: none"> ▪ Who is accessing behavioral health services in community settings and some basic information about their needs and life functioning abilities? ▪ Are services being provided in a timely manner to address individual and family service needs? ▪ How many individuals are accessing behavioral health services in Emergency Departments, what are their needs and where are they dispositioned to and how long does that take? ▪ How many individuals who are booked into jail that have a behavioral health need? Where are they referred for services and how long does it take to access care? ▪ How many individuals who are on Probation have a behavioral health need? Where are they referred for services and how long does it take to access care? <p>Develop and execute MOUs for all Lake County behavioral health community stakeholders who are willing to commit their efforts toward a data sharing initiative. Content of the MOU could include but not be limited to committing to engage and explore how they can participate in the future of data sharing, participation on Data Governance Committee(s) and regular engagement in the overall processes and strategies.</p>	<p>Any data sharing process must have the appropriate structures and processes in order to safeguard the success of data sharing.</p> <p>The prioritized initial data to collect can be used for planning and oversight purposes.</p> <p>The focus of the initial data can offer some information about the overall behavioral health population while also learning about those who use Emergency Departments, are booked into jail and/or are on Probation.</p> <p>Development and execution of MOUs advance the level of engagement and commitment on the part of the Signors improving the likelihood of achieving the agreed upon goals.</p>
<p>Why this Go First Strategy? Just as a framework for sharing data needs to be established, the rules, processes, and procedures to share data needs to be established. In conjunction with the Pilot in the first Go First Strategy, developing data governance structures and activities will result in participants clearly understanding what's being shared and why through MOUs, Data Sharing Agreements and General Release of Information forms. As a result, the agreements be designed and developed for the pilot, with the future state vision in mind and taking steps toward that vision.</p> <p>Success = Established data governance groups, data governance for the Pilot project, and signed MOUs.</p>	

GO FIRST STRATEGIES



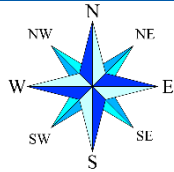
3. Formalize Change Management Structures	
Activities	Anticipated Benefits
<p>Develop mechanisms to engage all data sharing initiative stakeholders throughout the data sharing initiative stages, regardless of when and how they participate.</p> <p>Develop and formalize processes to identify, understand, document, and respond to sponsor and stakeholder needs</p>	<p>Change management strategies are critical to the success of any project. Given the complexities of the Lake County data sharing initiative, it is even more important that strategies are developed to accommodate the varied needs of the diverse stakeholders. Implementing change management strategies will enable the success of the initiative.</p>
<p>Why this Go First Strategy? Projects generally fail due to the lack of effective change management and communication. To give the data sharing project the greatest chance of success, Lake County should include the ADKAR concept: A – Awareness of the need for change, D – Desire to support the change, K – Knowledge of how to change, A – Ability to demonstrate new skills and behaviors, and R – Reinforcement to make the change stick (PROSCI©)</p> <p>Additionally, communication and clear understanding of these roles: Responsible (who needs to do what), Accountable (ultimately answerable for a decision or activity), Consult (who needs to be consulted before a decision is made; input is required), and Inform (who needs to be informed after a decision is made) – also known as a RACI Matrix.</p> <p>Success = Invested stakeholders and buy-in; ultimately leading to a successful Pilot project.</p>	

GO FIRST STRATEGIES



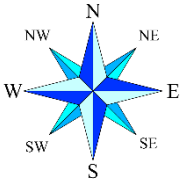
4. Engage with Medicaid Managed Care (MCO) Organizations	
Activities	Anticipated Benefits
<p>Understand the MCO plans outlined in their Medicaid proposals that are in alignment and can support data sharing in Lake County.</p> <p>Understand and foster partnership with MCOs on Illinois Medicaid initiatives such as:</p> <ul style="list-style-type: none"> ▪ Implement health homes; ▪ Expand the use of support services (peer and family support, living skills, employment and supported housing); ▪ Develop community based crisis services; and ▪ Identify and address high need individuals such as those with extremely poor functioning, who access ED or are booked into jail. 	<p>A partnership with the Medicaid MCOs can accelerate solutions and foster mobilization on many of the priorities outlined by the Lake County behavioral health community that are in alignment with the Illinois Health and Human Service Transformation Initiative that MCOs are responsible for carrying out.</p> <p>Some of the commonalities include:</p> <ul style="list-style-type: none"> ▪ Fostering a system that utilizes a person-centric approach to services that meet the physical, behavioral and social support needs of individuals and families; ▪ Designing a delivery system that address the full continuum of care needs including crisis and support services; ▪ Realigning financial resources that result in better care, better outcomes and better experience of care; ▪ Utilizing technology enabled solutions; and ▪ Utilizing analytics and reporting.
<p>Why this Go First Strategy? Leveraging projects and initiatives in Illinois that align to the Data Sharing vision, whether in supporting data collection, improving behavioral health outcomes, or improving the individual experience are steps that can advance the Coalition’s goals and timetable. For example, getting claims data from Medicaid or the MCOs would go a long way in collecting data to be used to answer key questions.</p> <p>Success = Access to and receipt of Medicaid participant level claims data; initial engagements and partnerships established to understand the Medicaid/MCOs plans to share data and improve behavioral health access, care and services.</p>	

GO FIRST STRATEGIES



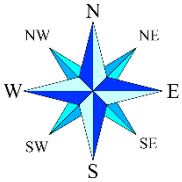
5. Identify Knowledge Opportunities for Behavioral Health Providers	
Activities	Anticipated Benefits
<p>Identify and communicate to behavioral health providers national and other local learning opportunities that are focused on health care transformation initiatives that support the acceleration of clinical best practices and business operations such as data sharing and interoperability.</p> <p>Develop learning opportunities that are targeted to the specific needs of behavioral health providers within Lake County. The following are examples of learning opportunity topics:</p> <ul style="list-style-type: none"> ▪ Developing or consolidating back office operations that increase a behavioral health providers' ability to perform in the new era of healthcare delivery (e.g. use of electronic systems, data collection, analysis and reporting); and ▪ Using clinical and operational best practices for supporting, achieving and documenting clinical outcomes (e.g. risk stratification). 	<p>The ultimate purpose for the Coalition is to enable individuals and families with behavioral health needs to have access to a coordinated, integrated, well-funded mental health system that promotes recovery and social inclusion through timely access to prevention, treatment, and recovery support services. (Coalition Charter)</p> <p>As such, in order to realize the aforementioned vision, it is imperative that those who are entrusted to be the providers of behavioral health services are exceptional in delivering clinical best practices and business operations.</p> <p>Further, efforts by individual organizations must be made in concert with the behavioral health delivery system as a whole in order to realize the principles of the Coalition as well as fulfill their own vision, mission and goals.</p> <p>Through individualized and collective learning opportunities the behavioral health provider community can accelerate their journey towards exceptional service provision and business operations.</p>
<p>Why this Go First Strategy? In order to position behavioral health providers to become exceptional in delivering clinical best practices and business operations, they must be able to access knowledge from others and from best practices as defined in the field. While many already seek out learning opportunities, Lake County providers can benefit from individual and collective learning opportunities that take them to the highest level obtainable.</p> <p>Success = Behavioral health providers will be aware of and engaged in additional learning opportunities.</p>	

GO FIRST STRATEGIES



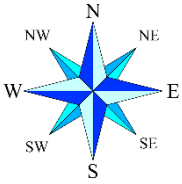
6. Support Expanding the Behavioral Health Services Continuum	
Activities	Anticipated Benefits
<p><i>Develop strategies for expanded support services and crisis services.</i></p> <p>The strategies should include an emphasis on the most contemporary clinical and operational best practices that support individuals and families in community settings.</p> <p>Focus of the work should be done in tandem the work of collaborating with MCO's.</p> <p>Focus of strategies should include a focus on services such as crisis call command center, crisis mobile teams operating in the community, crisis walk in that can accept individuals with mild to acute crisis needs, crisis follow-up through phone calls, community response, peer and or family support and appointments to on-going service providers.</p>	<p>Expanding the behavioral health services continuum will support the Coalition and Lake County behavioral health community in achieving conveyed priorities and Guiding Principles such as delivering care that is:</p> <ul style="list-style-type: none"> ▪ Person-centered; ▪ Strengths-based; ▪ Evidence-based, evidence-informed, best, and emerging promising practices; ▪ Community based and provided at the most appropriate level to meet the presenting needs; and ▪ Collaborative and address the service response needs of system partners such as emergency departments and the justice system partners. <p>Additionally, expanding the behavioral health services continuum will support the Coalition and Lake County behavioral health community in aligning with national and local health and human service transformation initiatives.</p>
<p>Why this Go First Strategy? National trends point to person-centered care. In order to meet the needs of the Lake County community, there is a need to expanded support services and crisis services at the community level.</p> <p>Success = Collaboration established with the MCOs to plan and develop strategies to expand support services and crisis services.</p>	

GO FIRST STRATEGIES



<p>7. Influence Federal and State Laws that can support the active sharing of information to coordinate care while also safeguarding privacy.</p>	
Activities	Anticipated Benefits
<p>Develop strategies to either amend or repeal Illinois Law 740 to support the active sharing of information to coordinate care while also safeguarding privacy in alignment with federal laws including HIPAA and HITECH laws.</p> <p>Identify strategies to engage lawmakers about current initiatives to amend laws (42 CFR Part 2) to support the active sharing of information to coordinate care while also safeguarding privacy (i.e., sending letters to senators/representatives, and thereby taking an active role in the federal dialogue).</p> <p>Upon agreement of strategies by the Coalition, engage with applicable state or federal law makers.</p>	<p>Amending or repealing laws will support the active sharing of information to coordinate care while also safeguarding privacy.</p>
<p>Why this Go First Strategy? Changes to laws to contain more data sharing friendly language increases the chance of successful data sharing by reducing real or perceived barriers.</p> <p>Success = Strategies developed to engage lawmakers.</p>	

GO FIRST STRATEGIES



8. Explore potential funding mechanisms to establish a sustainable data sharing program.	
Activities	Anticipated Benefits
Research federal funding and local and private funding opportunities.	Coalition is aware of potential funding mechanisms to build on investments already made.
<p>Why this Go First Strategy? As we've seen in the comparable communities, several rely on a breadth of resources to reach their goals. Funding that builds upon investments already made by Lake County for the Data Sharing Project is important for both short and long term success.</p> <p>Success = Compilation of funding possibilities.</p>	

RECOMMENDATIONS

DATA SHARING PROJECT RECOMMENDATIONS DEVELOPMENT

Project Work

Current State Data Sharing Assessment

- Current data sharing efforts/initiatives
- Data available by stakeholder
- Analysis of data sharing privacy and security laws
- Barriers (real or perceived)

Research

- Throughout the work of the Data Sharing Project, research was conducted to learn about:
 - The Lake County behavioral health community,
 - Initiatives underway within the Lake County behavioral health community; and
 - Other similar initiatives or trends occurring *nationally or locally* impacting this project.

Workshops

- Research comparable models and characteristics
- Prioritization of information / decisions needed by Lake County BH community
- Prioritization of data that could be used - Data sharing prioritization matrix
- Analysis of data sharing models that could work in Lake County



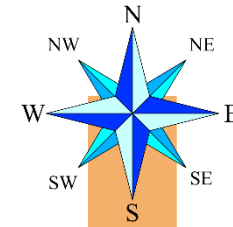
North Highland has reviewed and synthesized all the prior work to develop recommendations that will be included in a Data Sharing Project Report



Recommendations



Data Sharing Project Report
(in development)

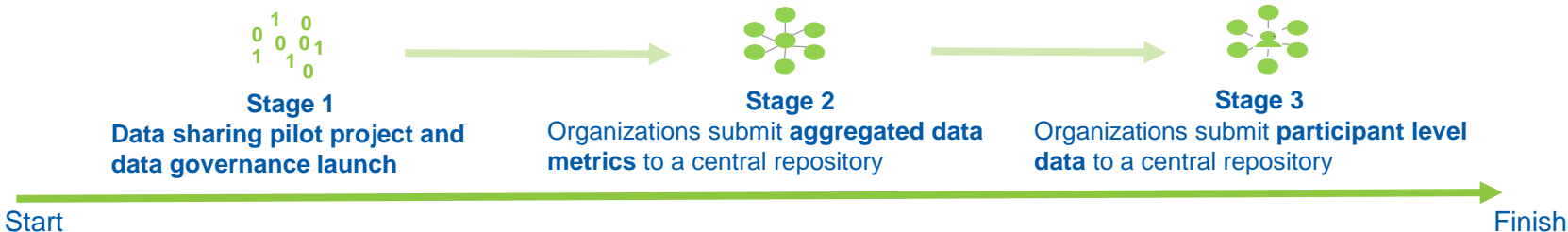


DATA SHARING PROJECT RECOMMENDATIONS OVERVIEW

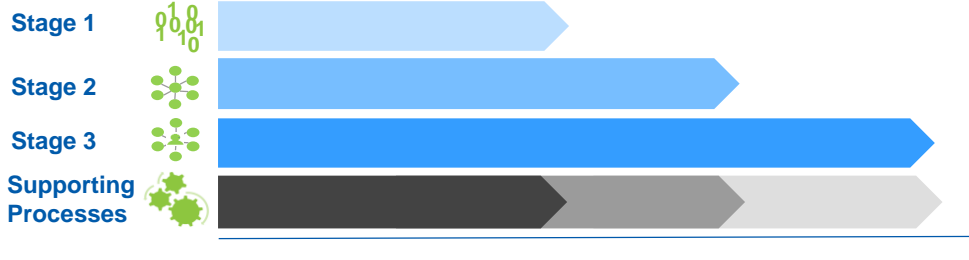
The Data Sharing Project Recommendations were developed by North Highland using their professional judgement and synthesizing all the information obtained through the activities of the project including research review, current state data sharing assessment and facilitated discussions.

The recommendations are organized by topic. The order of the recommendations do not convey sequencing or order for action. A future project plan will need to be developed that outlines sequencing and assignment of responsibilities for tasks needed to address the recommendation. *Recommendations address the short term and long term needs of the initiative that will result in arriving at a Data Sharing Vision (previously discussed).* The Go-First Strategies previously reviewed were derived from these overall recommendations.

The following diagram is intended to show **conceptually a phased approach to data sharing** using three stages (it is not intended to be conceptual and not rigid in nature).

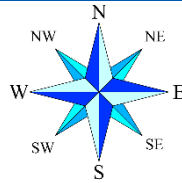


PROGRESSION OF EVENTS



The work to support, design, and build all three stages starts at the same time. The design elements of future stages are dependent on decisions and work in previous stages.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 1: Implement a phased approach to data sharing that ultimately results in a centralized **data warehouse with participant level data**. This will enable the collection, analysis, and reporting of aggregated level data metrics and supports care coordination through look up capabilities.

Recommendation 1.1: Begin a phased approach to data sharing by implementation a **Data Sharing Pilot Project** engaging system partners from across sectors, such as behavioral health providers, emergency departments, Lake County Jail and Lake County Probation. The focus of the Data Sharing Pilot Project would be on simple, low tech solutions to collect a prioritized list of aggregated data metrics.

Recommendation 1.2: Implement the next stages of the **phased approach to data sharing** advancing more sophisticated ways to collect aggregated data and adding additional organizations to the data initiative, ultimately driving towards a **Data Warehouse with Participant Level Data**. Implement the next stages based on lessons learned from the Data Sharing Pilot Project.

Recommendation 1.3: Detail the business requirements for the overall solution model to identify, evaluate, and select the most appropriate data warehouse, communication mediums, and reporting tools.

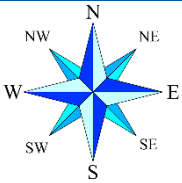
Recommendation 1.4: Involve risk and compliance representatives when technical and business requirements are developed to ensure technical designs and processes are compliant with all laws regarding sharing and accessing protected information.

Why this recommendation?

North Highland heard Coalition Members and stakeholders say they wanted to answer specific types of questions to make meaningful decisions to improve behavioral healthcare. A framework to answer such questions is needed, and the ideal platform to gather transdisciplinary data is a central data repository, a data warehouse. Some general questions can be answered with aggregated data, but others impacting individual outcomes, require detailed participant level data.

The Lake County behavioral health community currently has some data sharing in individual silos or point-to-point interactions, but cannot yet answer the systemic level questions desired to be answered. In conjunction implementing other recommendations (e.g., establishing a data governance board and committees, along with MOUs, data sharing agreements and releases of information), a low-tech pilot project will provide benefits as well as lessons learned, and a foundational starting point to build upon in order to reach the envisioned future state.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 2: Implement *Data Governance Structures and Processes* to enable sustainable success of data sharing.

Recommendation 2.1: Develop Data Governance structures inclusive of Steering Committee, Data Stewards and Data Custodians.

Recommendation 2.2: Create the Data Steward Working Groups organized around subject areas.

Recommendation 2.3: Mobilize the Data Steward Working Groups to prioritize and standardize data for collection, initially focusing on data for the Data Sharing Pilot Project.

Recommendation 2.4: Implement data sharing agreements across system partners that address necessary terms of data sharing while utilizing processes that foster trust enabling system partners' willingness to participate.

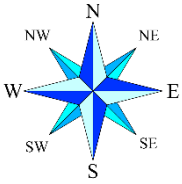
Recommendation 2.5: Develop and execute MOUs for all Lake County behavioral health community stakeholders who are willing to commit their efforts toward a data sharing initiative.

Recommendation 2.6: Develop a universal Consent to Release Information form that addresses the requirements of federal and state laws that enable organizations to share data for individuals who provide consent.

Why this recommendation?

Industry best practices regarding data sharing state that, in order to be successful, data governance must be established and address governance related to people, process, and technology. All potential participants in any data sharing project need to feel comfortable with the framework through which information will be shared, the rules around how to share information, and what benefits will be realized from such sharing. and rules around how they share information and what benefit they get from such sharing.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 3: Formalize Change Management Structures to support continued engagement with the Lake County behavioral health community through all phases of the data sharing initiative.

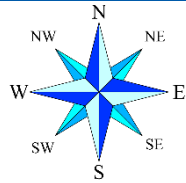
Recommendation 3.1: Develop mechanisms to engage Lake County behavioral health community representatives throughout the data sharing initiative stages regardless of when and how they participate.

Recommendation 3.2: Develop and formalize processes to identify, understand, document, and respond to sponsor and stakeholder needs.

Why this recommendation?

In North Highland's experience and in alignment with industry best practices, large scale initiatives such as the Lake County Data Sharing Project require formalized change management and communication strategies that engage all stakeholders in order to realize the initiative's vision and goals.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 4: Foster relationships with the Illinois Medicaid Agency and Medicaid MCOs to align on common goals and strategies for data sharing and delivering exceptional behavioral healthcare.

Recommendation 4.1: Lake County stakeholders who are most closely affiliated with Medicaid services should lead the engagement with the Medicaid MCOs to:

- Understand the MCO plans outlined in their proposals that are in alignment and can support data sharing in Lake County
- Understand and foster partnership within Lake County to:
 - Implement health homes;
 - Expand the use of support services (peer and family support, living skills, employment and supported housing);
 - Develop community based crisis services; and
 - Identify and address the needs of individuals who meet the extremely poor functioning criteria, who access behavioral health services for non-emergent conditions at emergency departments or are booked into jail.

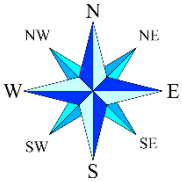
Recommendation 4.2: Engage with the Illinois Medicaid Agency to explore options for obtaining claims data information in aggregate or at the participant level. It is anticipated that this data can answer many of the prioritized key questions.

Why this recommendation?

The research conducted as part of the assessment revealed that Illinois Health and Human Services (HHS) Transformation will significantly alter how behavioral healthcare is delivered in the Lake County behavioral health community. The transformation efforts are in alignment with the vision and goals of the Coalition including data sharing efforts and meeting the behavioral health needs of individuals and families.

National trends show that using centralized data, such as claims data, in data sharing projects increases the depth and breadth of usable data, allowing entities to answer key questions about their population as a whole and individual outcomes. Leveraging data that is already collected and shared (to some degree) at the state level would bolster Lake County's data sharing efforts.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 5: Support learning opportunities to enable exceptional care and business operations for behavioral health service providers.

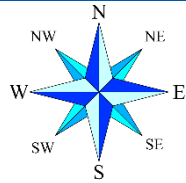
Recommendation 5.1: Identify and communicate to behavioral health service providers national and other local learning opportunities focused on health care transformation initiatives that support accelerated adoption of modernized healthcare business operations and clinical best practices.

Recommendation 5.2: Develop learning opportunities that are targeted to the specific needs of behavioral health service providers within Lake County. The following are examples of learning opportunity topics: 1) develop or consolidate back office operations that increase a behavioral health service providers' ability to perform in the new era of healthcare delivery; 2) use clinical and operational best practices for achieving and documenting clinical outcomes (e.g. risk stratification).

Why this recommendation?

- National and state trends point towards efforts that transformation the paradigm in how healthcare is delivered and managed. Healthcare systems are being transformed in order to achieve the nationally accepted Triple Aim which is to 1) improve the experience of care; 2) improve the health of populations; and 3) reduce the per capita cost of healthcare. Healthcare providers including behavioral health providers around the nation and within Lake County will have to **operate under a new clinical and operational paradigm** in order to remain viable within the new healthcare business environment.
- In order to position behavioral health providers within Lake County to become exceptional in delivering clinical best practices and business operations, they must be able to access knowledge from others as well as best practices in the field. While many already seek out learning opportunities, Lake County behavioral health providers can benefit from both individual and collective learning opportunities.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 6: Support *expanding the behavioral health services continuum* including support and crisis services.

Recommendation 6.1: Develop strategies for expanded support and crisis services with an emphasis on implementing the latest clinical and operational best practices that support individuals and families in community settings. These include changes such as: crisis call command center, crisis mobile teams operating in the community, crisis walk-in centers that can accept individuals with mild-to-acute crisis needs, crisis follow-up phone calls, community response, peer and/or family support, and appointments with on-going service providers.

Recommendation 6.2: Collect data from stakeholders, such 911 dispatch, law enforcement, jail and emergency departments that can inform crisis service capacity development needs. Within the Data Sharing Pilot Project, immediately focus on collecting and standardizing available data from jails and emergency rooms while beginning to identify and standardize the types of data to collect from 911 dispatch and law enforcement.

Recommendation 6.3: Research and collect crisis service capacity development information from other communities (e.g., availability of service per 100,000, from communities that have crisis services with the most contemporary service provision characteristics).

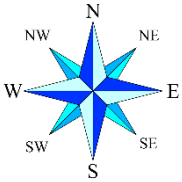
Recommendation 6.4: Design data collection practices to measure capacity and impact as new support and crisis services are developed. Measures should be consistent with how other communities are measuring support and crisis services.

Why this recommendation?

National and state trends point towards transformation efforts that change the paradigm in how healthcare is delivered and managed. In order to achieve the goals of the Triple Aim, service continuum designs are being reinvented to optimize the use of community based services as an alternative to high cost, facility based continuum. In order to address the national and local paradigm shifts the Lake County behavioral health community will need to expanded support services and crisis services at the community level.

Further, the national research shows that there are best practices for identifying and collecting data for the full continuum of services including support and crisis services. The Lake County behavioral health community can adapt and utilize some of these promising data collection and reporting practices.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 7: Influence federal and state laws that support the active sharing of information to coordinate care while also safeguarding privacy.

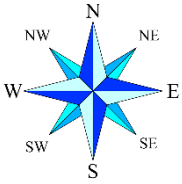
Recommendation 7.1: Engage state law makers to either amend or repeal Illinois Law 740 to support the active sharing of information to coordinate care while also safeguarding privacy in alignment with federal laws including HIPAA and HITECH laws.

Recommendation 7.2: Identify strategies to engage the federal law makers on current initiatives to amend laws (42 CFR Part 2) to support the active sharing of information to coordinate care while also safeguarding privacy.

Why this recommendation?

North Highland heard stakeholders convey some valid data sharing concerns due to legal barriers. To overcome such barriers, the Coalition should pursue influencing federal and state laws to increase data sharing potential in a respectful and secure way. The research conducted showed that many states currently have or are in the process of creating more flexible laws that enable data sharing, and the federal trend is increasing data sharing to improve the quality of care and care coordination, while securing the data and safeguarding privacy.

NORTH HIGHLAND RECOMMENDATIONS



Recommendation 8: Explore potential funding mechanisms to establish a financially sustainable data sharing program.

Recommendation 8.1: Research federal funding opportunities through the Center for Medicare and Medicaid Services (CMS) – the Medicaid funding and oversight body.

Recommendation 8.2: Research local and private funding opportunities.

Recommendation 8.3: Based on the research from Recommendation 8.1, develop a financially sustainable data sharing program.

Why this recommendation?

Federal funding is available to entities involved in sharing data. Lake County could explore obtaining such funding in cooperation with the MCOs and/or Medicaid.

Next Steps

NEXT STEPS

- The draft Data Sharing Project Report will be sent to the Coalition Members mid-October
 - Coalition Members are asked to review the Draft prior to the November 13, 2017 meeting
 - Table of Contents Review (Handout)
- Coalition Members are asked to come prepared to the November 13, 2017 meeting to discuss coming to general agreement on:
 - Data Sharing Vision (Slide 10) and
 - Go First Strategies (Slides 13- 21)
- General agreements arrived at during the November 13, 2017 meeting will be documented in the final Data Sharing Project Report.