

LAKE COUNTY INNOVATION PLAN

March 24, 2016



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Summary

- Lake County proposes to adapt a referral tracking and personal health record (PHR) approach that has been shown to be successful in healthcare and social services for implementation in a community-based behavioral health setting.
 - Full Cycle Referral and Virtual Care Coordination. Five years, \$853,752 in MHSA funding.
- Staff recommends approval.



Regulatory Criteria

- **Funds exploration of new and/or locally adapted mental health approach/practices**
 - Adaptation of an existing mental health program
 - Promising approach from another system adapted to mental health
- **One of four allowable primary purposes:**
 - Increase access to services
 - Increase access to services to underserved groups
 - Increase the quality of services, including measurable outcomes
 - Promote interagency and community collaboration
- **Addresses a barrier other than not enough money**
- **Cannot merely replicate programs in other similar jurisdictions**
- **Must align with core MHPA principles (e.g. client-driven, culturally competent, recovery-oriented)**
- **Promotes *learning***
 - Learning ≠ program success
 - Emphasis on extracting information that can contribute to systems change



What OAC Staff Look For

- **Specific requirements regarding:**
 - Community planning process
 - Stakeholder involvement
 - Clear connection to mental health system or mental illness
 - Learning goals and evaluation plan
- **What is the unmet need the county is trying to address?**
 - Cannot be purely lack of funding!
- **Does the proposed project address the need(s)?**
- **Clear learning objectives that link to the need(s)?**
- **Evaluation plan that allows the county to meet its learning objective(s)?**
 - May include process as well as outcomes components



Lake County Context

- Small, rural county with population widely dispersed
- High unemployment, poverty, and rural and cultural isolation affect many residents
- Significantly high proportion of formerly incarcerated individuals

Challenges:

- Limited coordination across providers located in various regions
- Limited capacity for information sharing across the network of individuals important to a person's recovery
- Residents face some of the worst health outcomes in the entire state



County Innovation History

One project – Peer Informed Access

- Approved locally; project period July 2012 - June 2014, \$500,000
- ◆ Purpose: Increase access to services for underserved groups
 - Create, train and utilize a peer-led committee to assess and make recommendations to clinics and wellness centers to improve consumer experiences and inter-facility networking and learning.
- ◆ Status:
 - Final report submitted with Three-Year Program and Expenditure Report. Assessments were made as to whether five local facilities promoted an environment that is accessible, welcoming, engaging, culturally relevant, and integrated.
 - A Mental Health Facilities Checklist was developed and recommendations were made to each site.



Proposed INN Project: Full Cycle Referral and Virtual Care Coordination

- **Purpose: Increase the quality of services, including better outcomes.**
- **Adaptation of the existing Network of Care web portal**
 - **Phase 1: Network of Care web portal and “call center” to enable automated referrals and referral tracking.**
 - **Phase 2: Virtual care coordination platform – Personal Health Records and ability for consumers and/or care providers to communicate directly about consumers’ unmet needs, care plan, and progress.**



Proposed INN Project Learning Objectives & Evaluation

■ Specific Learning Objectives:

- How does closed-loop referral tracking support more successful referrals and lead to increased services access and receipt?
- How will implementation of a virtual care coordination platform increase the wellness and recovery of participating consumers?
- How does engaging consumers in the management of their own care via consumer-driven care coordination increase consumer perceptions of service quality and relevance?

■ Evaluation Plan:

- Peer-led evaluation
- The evaluation committee will work to identify data points and evaluation methods that will be used to measure the program implementation and impact.



Proposed Motion

■ The MHSOAC approves Lake County's INN Project.

- ◆ Name: Full Cycle Referral and Virtual Care Coordination
- ◆ Amount: \$853,752
- ◆ Project Duration: Five Years

