



INNOVATIVE PROJECT APPROVAL SUMMARY

Lake County

Name of Innovative Project: Full Cycle Referral and Care Coordination

Total Requested for Project: \$853,752

Duration of Innovative Projects: Five Years

Staff Recommends: APPROVAL

Review History

County Submitted Innovation (INN) Project: February 23, 2016

Mental Health Services Oversight and Accountability Commission (MHSOAC or Commission) vote on INN Project: March 24, 2016

Innovation Project Summary

Lake County is seeking MHSOAC approval for the following INN Project: Full Cycle Referral & Care Coordination. The primary purpose of the Project is to increase access to services. Lake County is proposing an on-line web portal that supports referrals and interagency coordination and builds on the existing Network of Care Website. The project will be implemented in two phases.

Phase 1: Trilogy Integrated Resources will open a “call center” to facilitate communication between referral agencies and receiving agencies”

Phase II: Implementation of the Virtual Care Coordination Platform

- Allows the consumer and care team to communicate with each other regarding unmet needs, Care Plan and Progress.

Desired outcomes: (1) reduce redundancies in efforts to share information
(2) reduce trauma associated with mental health crisis events because of availability of necessary information to act quickly.

This project is innovative in that it (1) tests an EHealth Technologies and practice used in other healthcare delivery systems in a mental health setting and (2) integrates a closed loop referral and virtual care coordination system into a client directed Personal Health Record.

Evaluation

The key learning question that this project will address are:

- (1) Does closed-loop referral tracking support more successful referrals and lead to increased service access and receipt?
- (2) How will implementation of a virtual care coordination platform increase the wellness and recovery of participating consumers?
- (3) How does engaging consumers in the management of their own care via consumer-driven care coordination increase consumer perceptions of service quality and relevance?
- (4) How will system-wide tracking of closed-loop referrals increase capacity to engage in continuous quality improvement?
- (5) How does Network of Care implementation contribute to improved collaboration among providers and; between consumers and their providers?

Lake County will address these learning questions by:

Creating a peer-led committee to identify data points and evaluation methods. The committee will develop an evaluation design to solidify process and outcome measures. Process measures will be used to measure to what extent the program was implemented as intended and outcome measures will be used to provide information on the impact of the program on participants, community, and the mental health system overall. Evaluation data will be collected during both phases of the project.