

Practitioner Registration and Caseload Management

Multi-County Enterprise EHR
Session 5



Attend our EHR Sessions

- 01** EHR Workgroup Orientation
May 19, 2021 12:00 PM – Zoom Link [Here](#)
- 02** Pre-Admission Activities: Client
Contact/Screening/Referral
May 26, 2021 12:00 PM – Zoom Link [Here](#)
- 03** Assessments and other
Measures/Questionnaires
Jun 2, 2021 12:00 PM – Zoom Link [Here](#)
- 04** Authorization Processes: Prior,
Concurrent and Retrospective
Jun 9, 2021 12:00 PM – Zoom Link [Here](#)
- 05** Caseload Management
Jun 16, 2021 12:00 PM – Zoom Link [Here](#)
- 06** Consent Management
Jun 23, 2021 12:00 PM – Zoom Link [Here](#)
- 07** Progress Notes
Jun 30, 2021 12:00 PM – Zoom Link [Here](#)

We are here



**Phase 1
Evaluation**



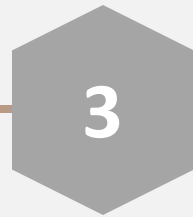
- ◆ Evaluate Analogous JPAs
- ◆ Confirmation of Interest by County BHOs
- ◆ Outline of Requirements to be Addressed via EHR

**Phase 2
RFP Creation**



- ◆ Formalize Commitment w County Partners
- ◆ Define Scenario-Based CA Requirements
- ◆ Release RFP

**Phase 3
Vendor Selection**



- ◆ Vendor Response Evaluations
- ◆ Coordinate Vendor Demonstrations
- ◆ Vendor Selection and Contracting

**Phase 4
Implementation**



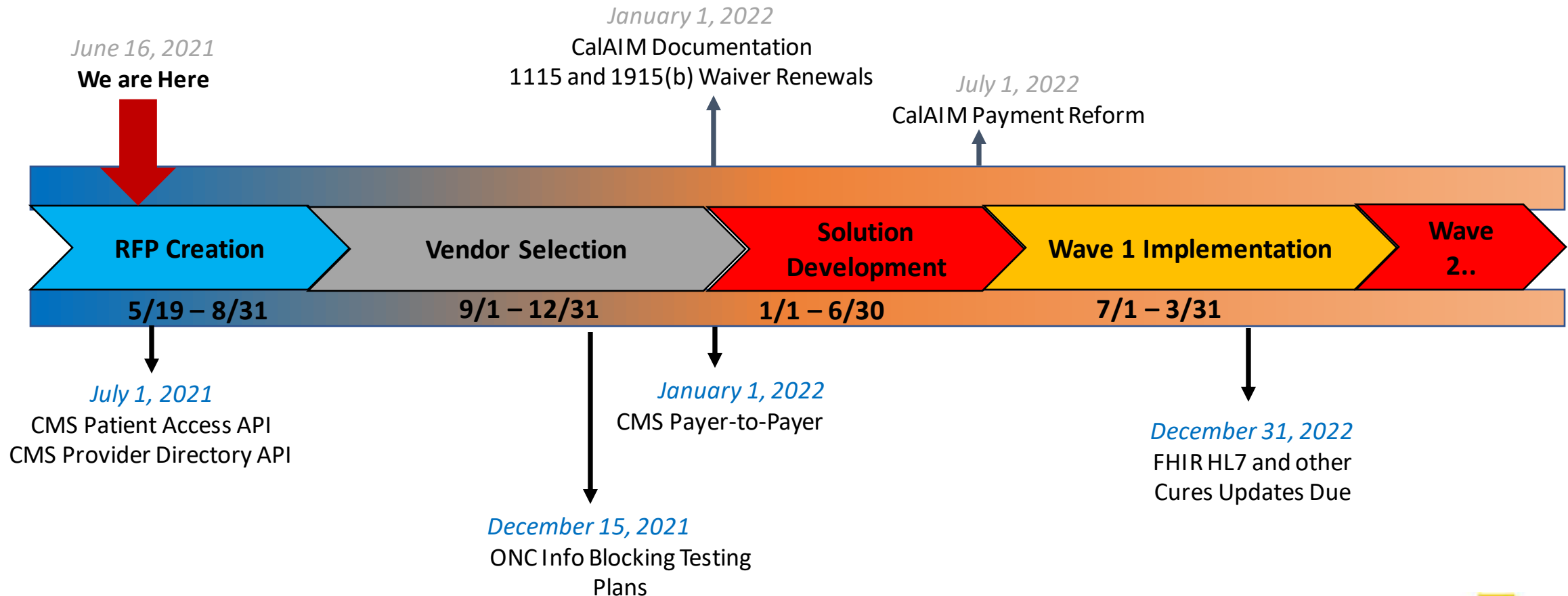
- ◆ Project Management
- ◆ Subject Matter Expertise
- ◆ Application/Technical Configuration

**Phase 5
On-Going Support**



- ◆ Centralized Application Administration
- ◆ Shared Technical Resources
- ◆ Standardized Training and End-User Support

CalMHSA's EHR Project – Timeline

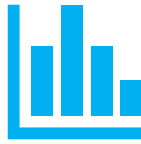


Four Core Project Aims:

Enterprise Health Record



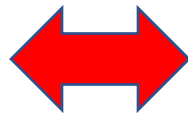
- Dynamic - Role Based User Interface
 - Rational Data Collection/One Time Right Place



- Data – Optimal Accessibility
 - Consistent "Joins" Between Tables
 - Data Meta-Tagging



- Developed for Complex CA Needs Beyond Medi-Cal

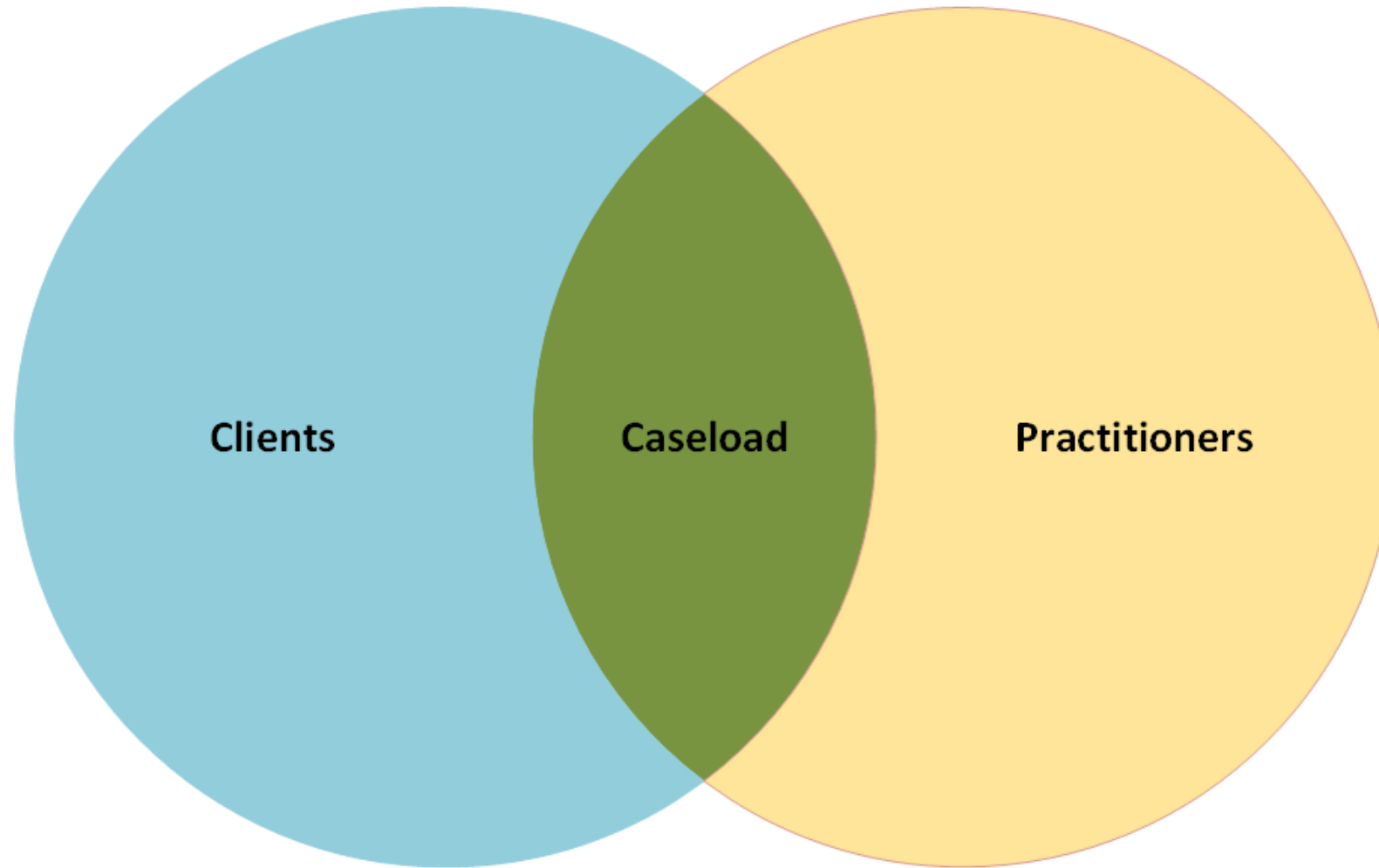


- Designed for - Interoperability

Caseload Management – What we know

- Core business function – All businesses allocate work
- EHR's do not support caseload functions seamlessly
- Caseload is related to client privacy issue
- Workgroup Assignments – Building the client treatment team
- Referral process and caseload are related

Caseload Management – Supporting Practitioner Data



Caseload Management: Proposed Functionality

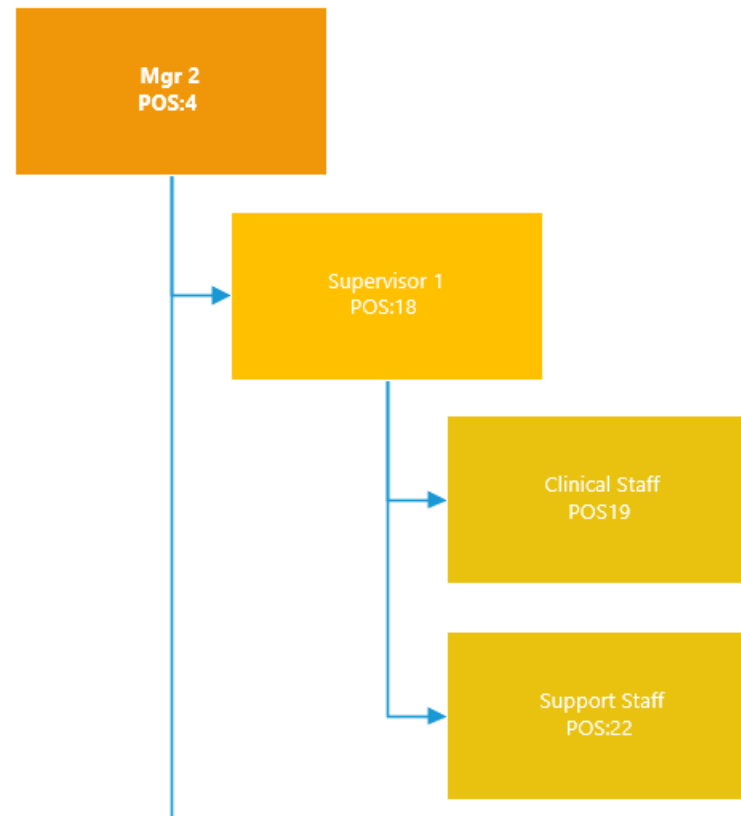
- Practitioner Registration
 - Critical practitioner data – Support reporting requirements like NACT
- Organizational Hierarchy built into Enterprise EHR
 - Aids in reporting and overall staff management
 - Ability to provide organization productivity data
- Caseload Assignment
 - Simplified process (forms) connecting the client to their treatment team.
- Caseload Management ties into referral process
 - Referrals land first in organizations then are assigned to individuals
 - Incoming referrals allocated by management to clinical staff. (work queues)

Caseload Management: Practitioner Registration

- Practitioner Registration
 - Taxonomy - Start date/End Date for historical view
 - NPI
 - Licensure / certifications – Start date /End date for historical view
 - Languages
 - Age groups of treatment (Psychologist / Psychiatrist)
 - Specialties List – LGBT / Vets / Seniors / At Risk Youth
 - Others?
 - Contract begin and end date
 - Contractor?

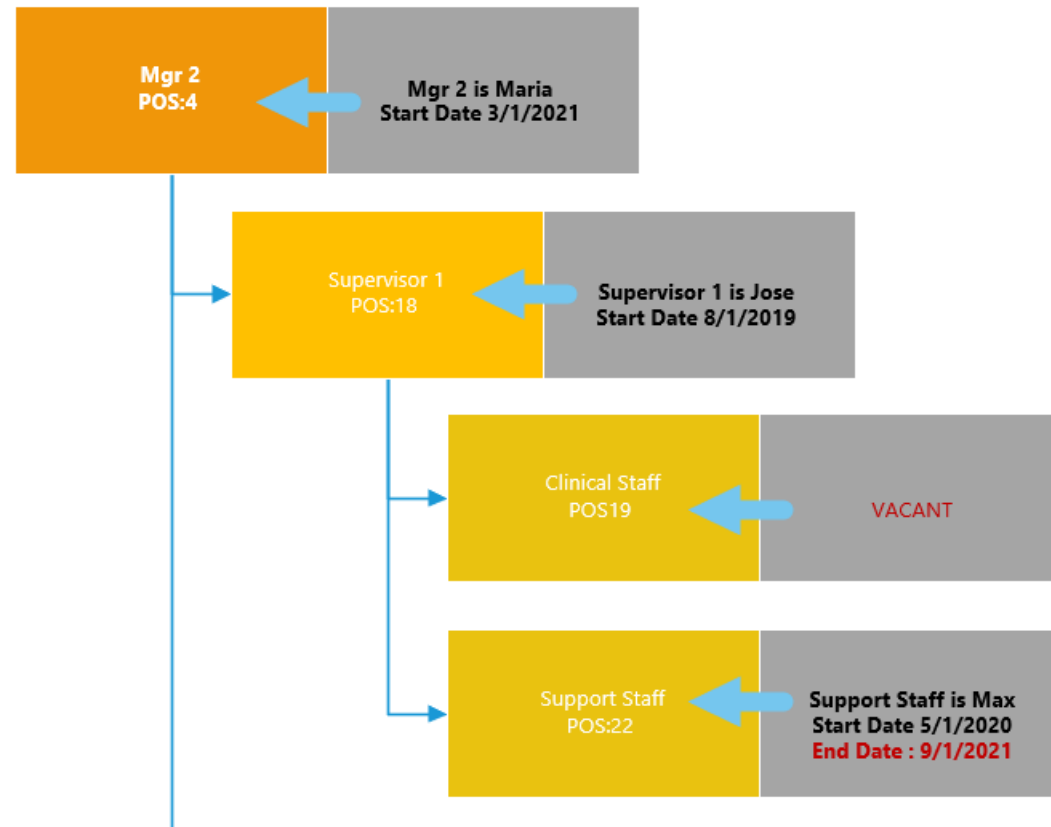
Caseload Management: Organizational Hierarchy

- Positions define the organizations “Jobs”
- The Hierarchy defines where each position reports within the organization
- Each position has a start date and end date to track historical organization structure



Caseload Management: Organizational Hierarchy

- Staff members do specific jobs within the organization
- Staff members also have start and end dates to reflect their history within the organization
- Some positions may be vacant. 1 FTE is available but has not been filled yet



Caseload Management: Sample Report Output

Clients Served and Productivity Data

July 1 to Sep 30

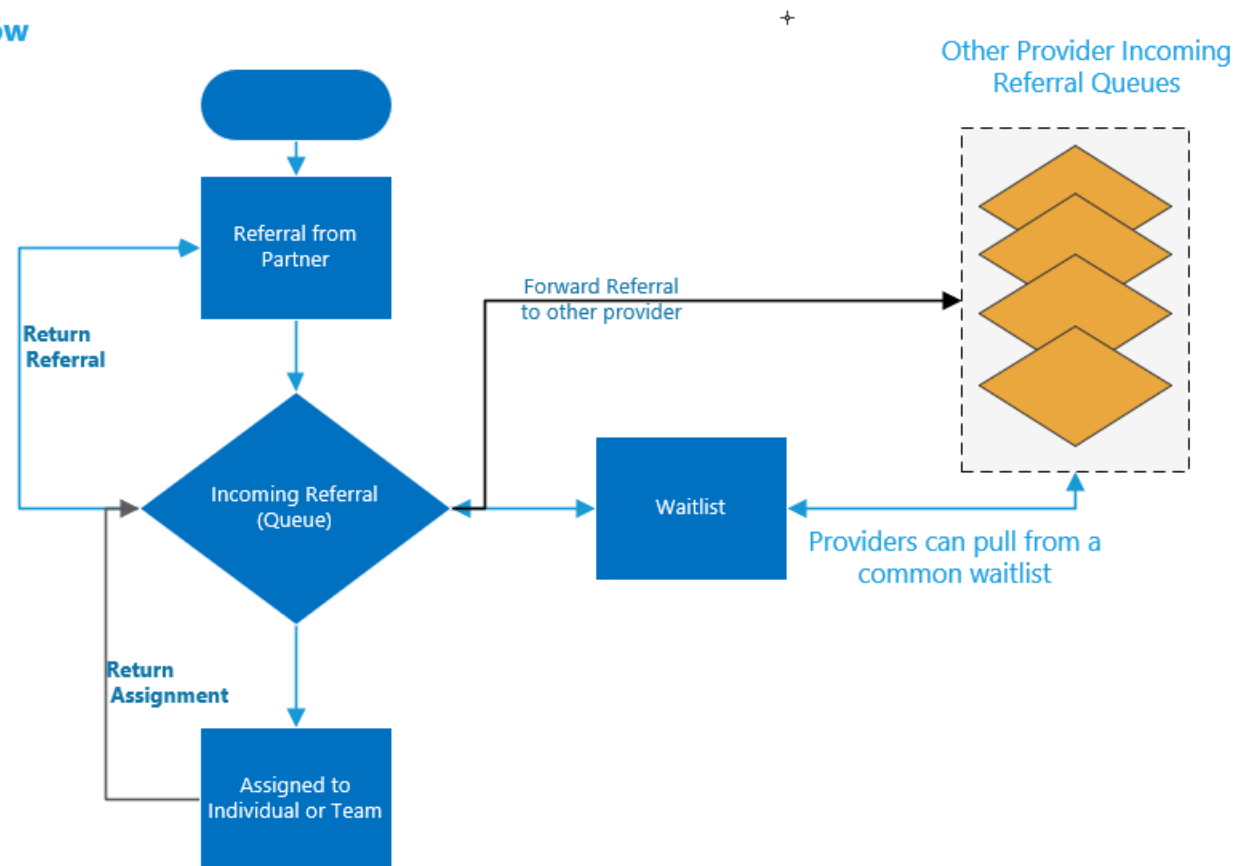
	Caseload	Unique Clients Served	Avg Daily Clients	Svc Value	Pct Productive
Dir BH	5296	3196		\$2,891,213	65%
Mgr Region 1	528	378		\$612,991	61%
Supervisor 1	124	85		\$128,695	58%
Practitioner 1	45	25	5.2	\$33,894	71%
Practitioner 2	30	22	2.3	\$29,789	45%
Practitioner 3	49	41	4.5	\$65,012	52%
Supervisor 2	125	102		\$185,076	74%
Practitioner 4	26	19	5	\$68,021	77%
Practitioner 5	52	43	3.9	\$42,134	69%
Practitioner 6	47	41	5.3	\$74,921	81%
...

Caseload Management: Defining the Treatment Team

- Proposed Solution
 - Fundamental to the Requirements
 - The ability to define "Roles" for staff when they are assigned to a client's caseload
 - Possible additional requirement/request will be logic to cross reference caseload "Role" assignments against the credentialing of the selected Practitioner
 - Two Forms/Screens to Define Caseload Management / Treatment Team
 - First Form/Screen - Client-Centric Assignment
 - With Client as basis for form, users will be able to assign Practitioners to Client's "Treatment Team"
 - When Practitioners are assigned
 - Their assignment will be have Start / End Dates (Assignments records will be Historical)
 - Practitioner will be assigned a "Role" to indicate their participation in this client's Treatment Team
 - Second Form/Screen - Practitioner-Centric Re-Assignment
 - With Practitioner as basis for form, users will select a Practitioner. System will show list of all client caseloads to whom Practitioner is actively assigned
 - Users will be able to iterate through each record, or select multiple records, and define:
 - End Date for Selected Practitioner
 - Start Date for Newly Assigned Practitioner
 - New Practitioner to be Assigned
 - "Role" of New Practitioner

Caseload Management: Referrals and Caseload

Basic Referral Flow



- Referral goes to a provider/program not to a clinician
- Becomes a caseload assignment

Caseload Management: What are we missing?

Share your thoughts regarding caseload management or other concepts from this session.

Caseload vs workload – how to manage this?

Thank You!

- All materials posted to our website
- Feel free to reach out, share ideas:
 - info@calmhsa.org
 - Next session (6/23) is on Consent Management