

# Client Care Search

Design Research Activities



**COLORADO**  
Behavioral Health  
Administration

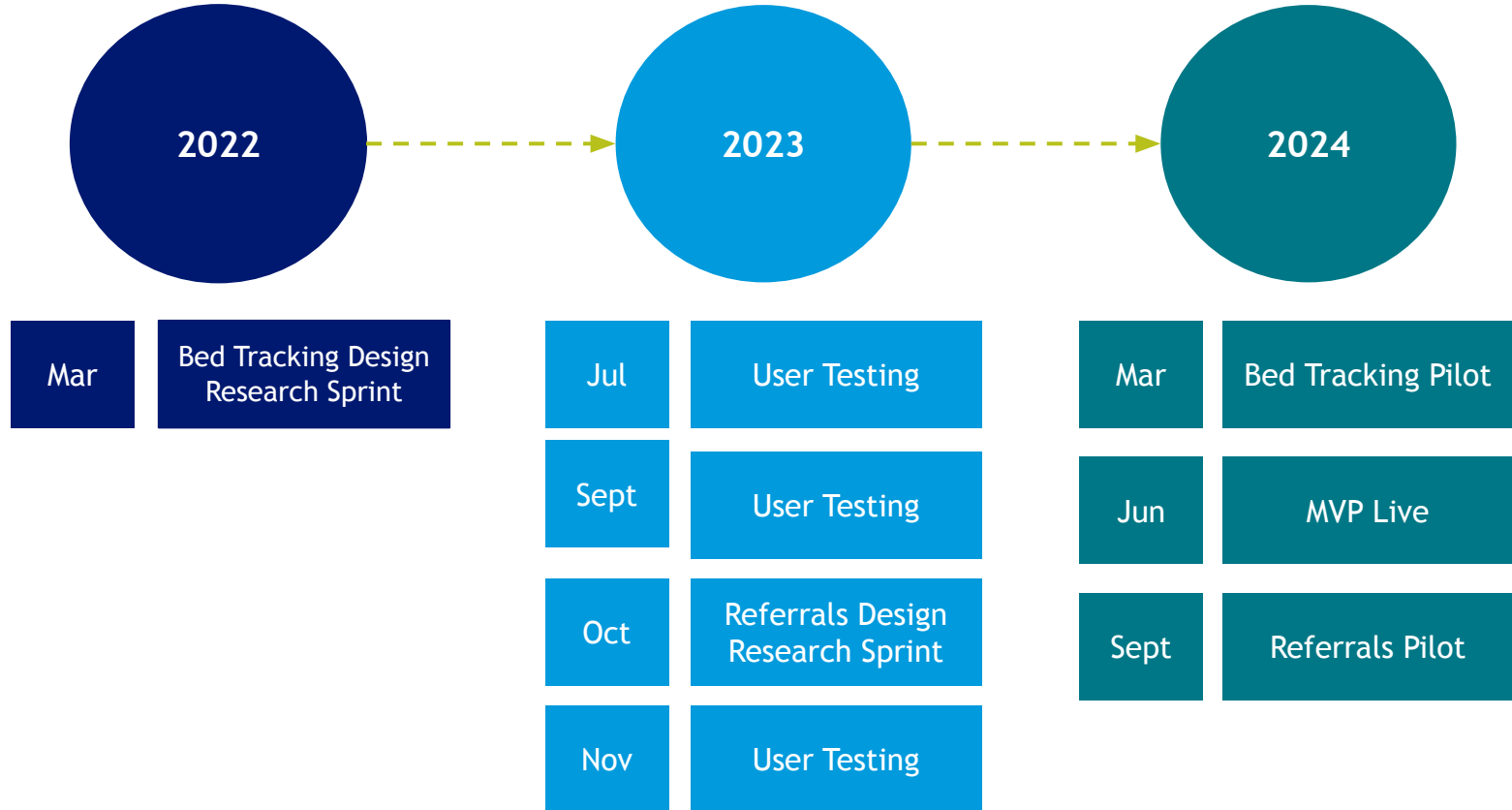
# Client Care Search Overview

<b>What is Client Care Search?</b>	A system where inpatient and residential behavioral health providers track their bed availability, and where care navigators can find information for client placements.
<b>Why did BHA create Client Care Search?</b>	The “Client Care Search” tool is outlined in Colorado Revised Statute 27-60-104.5, which states that Colorado’s Behavioral Health Administration (BHA) must create “a behavioral health capacity tracking system of available treatment capacity and medication-assisted treatment programs [to] help families, law enforcement agencies, counties, court personnel, and emergency room personnel locate an appropriate treatment option for individuals experiencing behavioral health crises.”
<b>Who are users of the Client Care Search?</b>	<ul style="list-style-type: none"><li>• Inpatient / residential behavioral health facilities</li><li>• Outpatient / other types of behavioral health facilities and clinicians</li><li>• State agency care coordination teams</li><li>• Intermediary organizations including MSO/ASOs, RAEs, BHASOs</li><li>• Community-based organizations that provide behavioral health services</li></ul>

# Types of Design Research Activities

Design Research Sprints	Pilots	User Testing
<p><b>Purpose:</b> Address high level research questions like “how could bed tracking impact providers?”</p> <p><b>Time:</b> 3-4 months</p> <p><b>Effort:</b> High</p> <p><b>Method(s):</b></p> <ul style="list-style-type: none"><li>• Interviews</li><li>• Surveys</li></ul> <p><b>Typical Participants:</b></p> <ul style="list-style-type: none"><li>• 10-20 interviews</li><li>• &gt;100 survey respondents</li></ul> <p><b>Outcomes:</b> Formal Reports</p>	<p><b>Purpose:</b> Test a specific feature over a period of time to get a better sense of how it would work before going live</p> <p><b>Time:</b> 2-4 weeks</p> <p><b>Effort:</b> Medium</p> <p><b>Method(s):</b></p> <ul style="list-style-type: none"><li>• Time-based feature testing</li><li>• Interviews</li></ul> <p><b>Typical Participants:</b> 5-10</p> <p><b>Outcomes:</b> Feature improvements</p>	<p><b>Purpose:</b> Get quick turn user feedback on multiple product features</p> <p><b>Time:</b> ~1 week</p> <p><b>Effort:</b> Low</p> <p><b>Method(s):</b></p> <ul style="list-style-type: none"><li>• Screen share activities</li><li>• Interviews</li></ul> <p><b>Typical Participants:</b> 10-15</p> <p><b>Outcomes:</b> Feature improvements</p>

# Client Care Search | Design Research Activities



2022

Mar

Bed Tracking Design  
Research Sprint

## Participants

120+ providers, peer states, subject matter experts

## Key Recommendations

1. Treat capacity tracking data as one part of an overall behavioral health navigation hub
2. Use a phased approach (for both implementation and rollout) to learn from the process and build trust with providers.
3. Prioritize providers' time, effort and usability because without easy daily engagement system will not be successful.
4. Leverage integrations between various components of BHA's tech portfolio as opposed to creating siloes.

2023

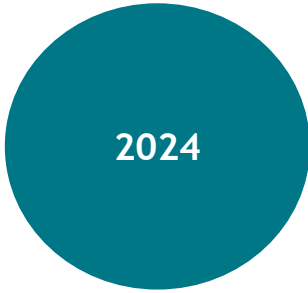
Jul	User Testing
Sept	User Testing
Oct	Referrals Design Research Sprint
Nov	User Testing

## Participants

50+ providers, peer states, subject matter experts

## Key Recommendations

1. Begin with an MVP that will enable provider to search, assess, and communicate. This should include:
  - a. Standardized, anonymized “Preliminary Profiles” for clients
  - b. Ability to initiate referral requests
  - c. Standardized set of rejection rationales
  - d. Streamlined client escalation process
  - e. Key supportive features, such as preferred/favorited providers, referral request logs, consent reminders, and provider notifications and messaging
2. Usability improvements to above functionalities through provider user testing



2024

Mar	Bed Tracking Pilot
Jun	MVP Live
Sept	Referrals Pilot

## Participants

80+ providers, professional care navigators

## Key Recommendations (In Progress)

1. Continued usability improvements to core functionalities now live in MVP (minimum viable product) version of Client Care Search
2. Forthcoming recommendations on referral request features via pilot results