



BHA Technology Office Hours

March 15, 2023



COLORADO
Behavioral Health
Administration

Agenda

- Office Hour Refresh
- Technology Updates:
 - BHC&E Progress
 - Bed Capacity Tracking Discovery Research Update

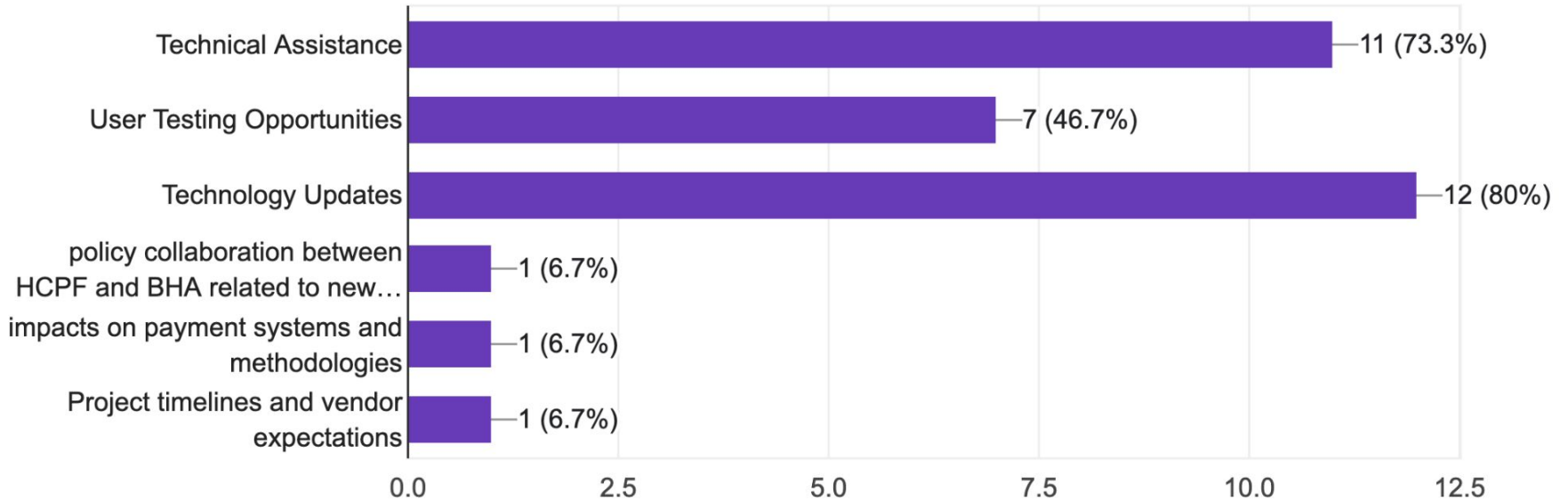




Office Hour Refresh

What would you like to see in future Office Hours? (Select all that apply)

15 responses



“For those who have attended Office Hours in the past, what feedback do you have on the meetings? What did you like or dislike?”

- I liked them - I'm glad they're coming back.
- Interesting to hear provider feedback, very frustrated that there isn't a similar but separate forum for fellow agencies. My questions are not necessarily appropriate for providers, but no other communication stream has been shared.
- Allowing for such openness of discussion
- I appreciate this meeting to stay up to date.
- Can we receive the recording after the meeting to refer back to? Can there be a demonstration of the new platform.
- Given that HCPF is so involved with this project, could there be office hours that are co-facilitated by HCPF and the BHA? So the information can be in sync?
- Inconsistent communication, not all people who needed to be involved were invited, lack of clear direction or answers from BHA
- They have always been worthwhile in the past

People like these meetings!

Want better coordination across agencies for open discussion opportunities

Consistency in where artifacts can be found, and when they are sent

Clear meeting audience definition and invitation outreach



Next Steps & Updates:

- BHA Provider website page is now Office Hours source of truth!
 - For upcoming agendas
 - For slides and recordings
 - For Zoom meeting registration
 - For monthly hot topic survey
- Contact: cdhs_bha_provider_support@state.co.us with the subject line “Office Hours” if you have any questions!

Office Hours 2023 Schedule

- Second Wednesday of the month:
 - April 12th
 - May 10th
 - June 14th
 - July 12th
 - August 9th
 - September 13th
 - October 11th
 - November 8th
 - December 13th



BHC&E

BHC&E Project Progress

- Enrollment
 - Signal continues to enroll into the interChange
 - Each region as ASO/MSO/Trading Partner is enrolled separately
 - Learning from Signal enrollment continues
 - Adjustment to enrollment for PII of ASO/MSO management and board
 - Process to acknowledge new Provider Participation Agreement as a BHA provider if already enrolled as a Medicaid provider
- Encounter submission
 - Begin UAT by end of March or early April
- Client Eligibility
 - In design
- Enrollment of additional ASOs/MSOs
 - Begin additional enrollments in late March
 - Volunteers to begin enrollment should contact **daniel.vortherms@state.co.us**





Bed Capacity Tracking

Research Recap

From December 2022 through February 2023, we researched the goals, user landscape, and organizational context of “bed capacity tracking” within Colorado’s Behavioral Health Administration (BHA) technology portfolio. We sought to recommend how a behavioral health capacity tracking system could best improve care coordination and access for the people of Colorado.

- We conducted **7 interviews with peer states** on the tools used and processes involved for bed tracking in their states.
- We also spoke to a total of **13 SMEs** from both the BHA and other core potential user groups
- We conducted **6 in-depth interviews with providers** working in facilities with BHA-licensed beds on bed tracking, residential treatment, and related issues.
- We conducted a larger system-wide survey around BCT priorities and shared definitions, which received **102 responses** from providers and stakeholders of varying perspectives. Our survey reached providers across the BH provider landscape from frontier, rural, suburban and urban areas in Colorado.



Key Research Themes

1. “Capacity” is not a simple number. A provider’s capacity is a judgment call that depends on rapidly-changing and hard to document factors about both the patient and the provider.
2. Capacity data is only useful if it is both granular and accurate, but providing granular and accurate data is incredibly time-consuming for providers.
3. Providers are overburdened, understaffed, and suffering from high administrative burden already.
4. The stakes are high: gaps in care coordination, delays in treatment, and unsuccessful referrals lead to poor patient outcomes and overburdened Emergency Departments (EDs).



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 and effort.

Upcoming opportunity for research engagement, contact abigail.fisher@state.co.us to take part!





Future Office Hours

Next Steps & Updates:

- Take our survey for next month's hot topics!
- BHA Provider website page is now Office Hours source of truth!
 - For agendas
 - For slides and recordings
 - For Zoom meeting registration
 - For monthly hot topic survey
- Contact: cdhs_bha_provider_support@state.co.us with the subject line “Office Hours” if you have any questions!



Questions

Future Office Hour Info: <https://bha.colorado.gov/resources-for-providers>

Contact Us:

cdhs_bha_provider_support@state.co.us