Mental Health Services Act
Capital Facilities and Technological Needs Project Proposal

Subject:

Approval for the expenditure of funds in the amount of $300,436 as follows:
1) Cerner Electronic Health Record (EHR) system implementation costs at $270,436
2) Unite Us referral management platform costs at $30,000.

Summary:

Tri-City Mental Health (TCMH) intends to expend existing MHSA funds assigned to Capital Facilities and Technological Needs to implement a new Electronic Health Record system and client referral management platform.

The Office of the National Coordinator for Health Information Technology's (ONC) Cures Act Final Rule passed in 2020 is designed to empower patients with their health record in the modern health IT world. It supports seamless and secure access, exchange, and use of electronic health information. The rule is designed to give patients and their healthcare providers secure access to health information. It also aims to increase innovation and competition by fostering an ecosystem of new applications to provide patients with more choices in their healthcare. It calls on the healthcare industry to adopt standardized application programming interfaces (APIs), which will help allow individuals to securely and easily access structured electronic health information using smartphone applications. The rule includes a provision requiring that patients can electronically access all of their electronic health information (EHI), structured and/or unstructured, at no cost.

To meet the needs of the ONC rule, TCMH intends to migrate its current EHR platform from Welligent to the Cerner Electronic Health record platform. TCMH is seeking stakeholder approval for a portion of the implementation costs of the Cerner EHR platform.

Additionally, TCMH does not currently have a centralized referral management platform. Such a system would allow TCMH to ensure the quality of referrals delivered by TCMH, as well as allow for both increased transparency and follow-up from both the TCMH clinical and Community Navigator staff as well as the participants.

Background:

1) TCMH has being using Welligent as its primary client information system since 2011. The platform also handles client scheduling, call center, client check-in and payment collection, individual and group progress notes, clinical features including medication management, billing and reporting. Due to the extensive requirements of the ONC rule regarding interoperability, Welligent is no longer sufficient to meet the Agency's responsibilities.

Beginning January of 2020, the TCMH executive team has undergone an extensive request for proposal process to determine the best EHR platform to meet both the needs of the agency, as well as the regulatory requirements. The request for proposal process solicited bids from four platforms, with an extensive review conducted by a committee of clinical, MHSA, and operations staff resulting in Cerner as the best fit to meet all requirements.

In February 2021, Cerner produced a project quote and timeline that will result in a full transition of services to the Cerner platform by July of 2022.

2) Unite Us will be implemented as a pilot over the next 3 years within two departments of Tri-City that are primary access points to care and services: Access to Care and Community Navigators. Both of these teams are responsible to receive referrals for requests for treatment services and/or requests for basic needs necessary for well-being.

Tri-City's philosophy is that all referrals for services and needs outside of its system of care require review and diligence on the part of the staff in order to ensure that the referrals being given out are currently available and easily accessible to the person requesting assistance. At this time, that process is done manually by Tri-City's staff, which limits not only the resources staff is able to access in real time, but also may be inefficient in terms of the growing numbers of referrals as a result of the pandemic. The Unite Us platform will be piloted to see if the use of this electronic organized community network system not only increases the number and of persons served in regards to referrals and resources for care to support over well-being, but whether or not use of the platform serves to create a more comprehensive and connected network of community partners that results in quicker and more responsive services for persons in need throughout the three cities.

Capital Technological Needs Listing:

Technological Platform	Projected Funding
Cerner Electronic Health Record System Implementation	$270,436
Unite Us Platform Implementation	$30,000