ARIZONA'S ✝ CHILDREN
ASSOCIATION

Protecting Children. Preserving Families.
Across Arizona Since 1912

November 15, 2012

Arizona Strategic Enterprise Technology (ASET) Office
State of Arizona
100 N. 15th Avenue
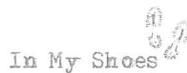Phoenix, AZ 85007

To Whom It May Concern:

Arizona's Children Association, the lead applicant, appreciates the opportunity to request support from the Arizona Strategic Enterprise Technology (ASET) Office to partner with Southwest Network to implement a system to create electronic point-to-point exchanges of data between our two organizations. We are respectfully requesting $100,000 from the Unconnected Healthcare Providers Health Information Exchange (HIE) grant program to be split equally between both agencies. The executive sponsor and contact for the application will be:

Pat Ortega
Chief Information Officer
Arizona's Children Association
520-622-7611 ext. 1320

Again, we appreciate the opportunity to apply and look forward to hearing from you.

Sincerely,

Pat Ortega
Chief Information Officer
Arizona's Children Association

Child Haven   Golden Gate   In My Shoes   Las Familias   new directions institute   The Parent Connection   CENTER AGAINST SEXUAL ASSAULT

MEMBERS OF THE ARIZONA'S CHILDREN ASSOCIATION FAMILY OF AGENCIES

YOU'RE IT

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United Way

Arizona Strategic Enterprise Technology (ASET) Office
Health Information Exchange (HIE) Grant Program
Proposal Narrative
from
Arizona's Children Association/Southwest Network

1.) Brief organizational descriptions, including current use of health information exchange among partners (whether on paper, by phone or fax, or electronically).
Arizona's Children Association (AzCA) was originally founded in 1912, as Arizona Children's Home Association, the state's first accredited orphanage to care for homeless, neglected and dependent children. For 100 years, the agency has stayed true to its mission of "Protecting Children and Preserving Families," serving more than 46,000 children, individuals and families in all 15 counties in the state each year. Arizona's Children Association provides more than 20 programs, across every county in the state, each tailored to the needs of the particular child, individual or family. An invaluable resource in the areas of protecting children, preserving families and promoting safe communities, Arizona's Children Association is one of the only not-for-profit child welfare and behavioral health agencies in Arizona that can make that claim. All programs are family focused, strength based, culturally sensitive and outcome driven. They include foster and kinship care, adoption, crisis nursery, family support and preservation, prevention, counseling, sexual abuse treatment, early childhood education, Head Start, adult education, preventive health and fitness and a neighborhood Community Center. Arizona's Children Association does not currently have an electronic Health Information Exchange system in place; however, we do exchange information via paper, phone and fax.

Southwest Network (SWN) was formed in 1999 as a nonprofit corporation with the clear purpose to create partnerships, inspire hope and change lives. It provides behavioral health services to children, adults and families throughout Maricopa County and partners with providers, members of the community and the people they serve to change lives through their services and programs to help people lead lives of value. Southwest Network does not currently have an electronic Health Information Exchange system in place, however we do exchange information via paper, phone and fax.

2.) Geographic area and demographics of population(s) served.
Arizona's Children Association serves more than 12,000 children, families, and adults in Maricopa County, representing a spectrum of ethnicities and ages. Our behavioral health services are provided to disadvantaged children and families with the majority falling well below the federal poverty level. The economic status of those served is considered low-income based on the fact that those served in our behavioral health programs must qualify for the Arizona Health Care Cost Containment System (AHCCCS). In order to be eligible for AHCCCS families must be at 100% of the national poverty level.

Southwest Network serves over 20,000 children, adults and families in Maricopa County on an annual basis representing a wide range of ages and ethnicities. The majority of the population that we serve are low income adults and families that qualify for assistance through AHCCCS.

3.) Description of issue/business process that health information exchange will assist with improving.

Arizona's Children Association (AzCA) is proposing to develop the exchange of health information between Southwest Network (SWN) and itself to improve treatment and coordination of care for children enrolled in behavioral health services. AzCA is requesting support for a the planning and implementation of a Unidirectional Direct Exchange: Query/Fax with SWN (point-to-point exchange); This exchange will consist of a Continuity of Care Document (CCD) summary of the patients clinical information in an electronic format.

Health Information Exchanges will improve the speed and efficiency of coordination of care while reducing errors. Currently, this impacts close to 3,000 clients. AzCA's current referral process is delayed due to the high number of manual work flows in relation to the transfer of paper documents and PDFs. This also includes some manual data entry into the Electronic Health Record (EHR). When referrals occur, effort is made in a manual process in order to pull and input data requiring employee resources. These tasks exist in a similar process when clients are transferred to other organizations that can not access our EHR. Redundant work occurs again with our Network as they have to manually re-enter and pull data from their system.

In particular, SWN and AzCA collaborate with high need cases simultaneously. An HIE exchange will also help with the coordination of care within this acuity group by improving the time it takes for behavior health professions to receive critical data in the clients chart. Employees from both organizations would no longer have to manually access their electronic health records, pull data out and send via corridor, email, and PDF. The manual pulling and inputting of documents also increases the possibility of errors as data is constantly manually re-entered into each system.

A specific example of the improvement a new HIE point-to-point exchange will create between agencies is updates with diagnosis and medication changes with shared clients will be seamless. Having that critical data greatly improves the quality of care, while reducing our risk. Arizona's Children Association plans to move toward the future of electronic data exchanges with other business partners and HIEs which will be an essential component of the provision of behavioral health services in our community.

4.) Describe how the HIE grant funds will enable to you meet your business objectives.

For Arizona's Children Association and Southwest Network, the proposed HIE grant will allow each agency to meet its objectives as a result of the following:

- Result in quicker access to care
- Result in a higher quality medical record for staff and outside agencies
- Medical record processes and procedures can be better standardized
- Greater compliance with required standards can be expected
- A reduction in duplication of services
- Reduction in operational costs by, automating many administrative tasks; eliminating paper, ink, and manual document printing; reducing or eliminating document faxing; reducing the need for associated and duplicate office equipment; eliminating the need to physically mail health charts; reducing the need for referrals; and reducing phone calls and follow-ups with labs for test results.
- Allows for each provider to more safely and effectively tailor care to patients' unique needs
- HIE supports "meaningful use"
- Improved satisfaction with services outcomes from program participants

5.) Describe how project will serve the needs of the underserved and low income populations you care for.

For the underserved and low income program participants each agency serves, the following can be expected as a result of HIE between both agencies:

- A higher quality of services through coordination of care.
- Improved quality and safety of patient care.
- Documentation will be much improved and workflow will be much more efficient.
- Stimulates consumer education and patients' involvement in their own health care.
- Participants will spend less time filling out forms and repeating information about their behavioral health history.
- Participants will not have to worry about forgetting an important detail about their behavioral health history, medications, or allergies when they are seen at behavioral health organizations.
- Participants may avoid having unnecessary duplicate diagnostic tests because other providers will be able to view the tests that have been ordered by other providers.
- Potential for better care because your providers will be able to access information more quickly.
- In an emergency, information about participants history may be readily available to the provider treating them.
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6.) Name of organization that will serve as the fiscal agent on this project.

Arizona's Children Association will serve as the Fiscal Agent for the proposed grant.

7.) Name and resume of individual who will serve as project lead.(can be a separate attachment and will not count towards the 8 page limit)

Pat Ortega, Chief Information Officer, will serve as Arizona's Children Association's project lead. Bob Sanowski, Chief Information Officer, will serve as Southwest Networks' project lead. Please see the attached resumes for both project leads.

8.) If application is a joint application, must have letter of support from Senior leader of co-applicant (can be separate attachment and will not count towards the 8 page limit)
Please see attached.

Budget:
Please see attached.

Budget Narrative:
Please see attached.

Level	Sub-Level	Sub-Level2	Activity	Responsible	Start Date	End Date	Due Date	complete Date	Notes
1			**Stage 1 - DIRECT Exchange**		1-Jan	30-Jun			
1	1		NextGen Version Upgrade	Topaz	Jan 1st	Feburary 1st	Feburary 1st		NextGen users - may want to upgrade to version 5.7. The Direct product integrates directly into version 5.7. Other products as well as previous versions of NextGen will need to use the DIRECT portal to compose and process messages.
1	1	1	NextGen Version Upgrade	HIMS	Jan 1st	February 1st	February 1st		HIMS push functionality to our production environment
1	2		Confirm ability to generate CCD	Topaz	February 1st	March1st	March1st		Can your system generate a CCD? Work with your EHR vendor to install and/or configure options to allow you to do this.
1	2		Confirm ability to generate CCD	SWN/HIMS	February 1st	March1st	March1st		Verify HIMS can generate a CCD. Work with your HIMS to install and/or configure options to allow you to do this.
1	**3**		**GSI Health**						**Preferred HISP for DIRECT Connections.**
1	3	1	Participant Count	AzCA	March1st	April 1st	April 1st		Get count of pilot group - we would recommend limiting this to 5-10 good candidates.
1	3	1	Participant Count	SWN	March1st	April 1st	April 1st		Get count of pilot group - we would recommend limiting this to 5-10 good candidates.
1	3	2	Acquire Accounts	AzCA	April 1st	April 15th	April 15th		Topaz can assist in getting quote from GSI for your accounts. Partner agency needs to also have accounts or be able to retrieve data from portal.
1	4	2	Acquire Accounts	SWN	April 1st	April 15th	April 15th		Topaz can assist in getting quote from GSI for your accounts. Partner agency needs to also have accounts or be able to retrieve data from portal.
1	**4**		**Document Workflow**						**Document new / modified workflow.**
1	4	1	Agency #1	AzCA	April 15th	May 1th	May 1th		Arizona's Children Association
1	4	2	Agency #2	SWN	April 15th	May 1th	May 1th		South West Network
1	**5**		**Testing**						
1	5	1	Generate CCD / Other document	AzCA	May 1st	June 1st	June 1st		
1	5	1	Generate CCD / Other document	SWN	May 1st	June 1st	June 1st		
1	5	2	Send to partner / validate receipt	AzCA	May 1st	June 5th	June 5th		
1	5	2	Send to partner / validate receipt	SWN	May 1st	June 5th	June 5th		
1	5	3	Receive from partner / consume document	SWN	June 1st	June 10th	June 10th		
1	5	3	Receive from partner / consume document	AzCA	June 1st	June 10th	June 10th		
1	5	4	Quality Assurance	SWN	June 1st	June 15th	June 15th		Does the process meet: desired performance, reliability, security…
1	5	4	Quality Assurance	AzCA	June 1st	June 15th	June 15th		Does the process meet: desired performance, reliability, security…
1	6		Training	AzCA	June 1st	June 20th	June 20th		Team training: workflow and technology.
1	6		Training	SWN	June 1st	June 20th	June 20th		Team training: workflow and technology.
			Lessons Learned		1-Jul	31-Jul			
			Gather data	AzCA&SWN			July 10th		Meet provide feedback.
			Final Report	AzCA			31-Jul		Consolidate feedback into final Report

ASET Grant Proposal- Budget
For the Period Jan 2012 - June 2012

	AzCA 1 ASET	AzCA 1 Match	SWN 2 ASET	SWN 2 Match	Total
Revenue					
ASET Grant	50,000	0	50,000	0	100,000
Match Funding Source 1	0	25,000	0	0	25,000
Match Funding Source 2	0	0	0	25,000	25,000
Total Revenue	**50,000**	**25,000**	**50,000**	**25,000**	**150,000**
Expense					
Salaries	15,000	10,000	39,000	14,500	78,500
Benefits	0	0	0	0	0
Payroll Taxes	0	0	0	0	0
Other Employee Related	0	0	0	0	0
Consultants/Contracted Services	0	0	10,000	10,000	20,000
Travel	1,000	0	1,000	0	2,000
Equipment	18,500	0	0	0	18,500
Software	15,000	15,000	0	0	30,000
Supplies	500	0	0	500	1,000
Other Expenses	0	0	0	0	0
Total Expense	**50,000**	**25,000**	**50,000**	**25,000**	**150,000**
Net Surplus/(Deficit)	**0**	**0**	**0**	**0**	**0**

Multi-Organization Request	100,000
Total Match	50,000
Total Project	150,000

Salaries & Fringe Benefits:

AzCA-Chief Information Officer, $15,000 of salary will be paid for by the proposed grant, allocating 30% of his time to the project for six months. Activities performed are project management, training associated with HIE implementation, monitoring of budget.

IT Support Specialist, $10,000 of salary will be paid by AzCA's general operations funds towards meeting the grant match requirement, allocating 50% of employee's time to the project for six months. Activities performed are hardware implementation, technical assistance and support resources, project support, andtraining associated with HIE implementation.

Southwest Network - Chief Information Officer , $25,000 of salary and ERE will be paid for by the proposed grant allocating 30% of his time to the project for six months. Activities performed are project management, training associated with HIE implementation, monitoring of budget. Senior Business Analysts, $14,500 of salary and ERE will be paid for by the Southwest Network general operating funds allocating 50% of her time to the project for six months. Activities performed are testing, hardware implementation, technical assistance and support resources, project support, and training associated with HIE implementation. Business Anaylsts, $14,000 of salary and ERE will be paid for by the proposed grant allocating 50% of her time to the project for six months. Activities performed are testing, hardware implementation, technical assistance and support resources, project support, and training associated with HIE implementation.

Travel:

AzCA-$1,000 travel cost for an estimated 2,222 miles driving between Tucson and Phoenix for project collaboration with the software implementation company. The current agency reimbursement rate is .45 cents per mile.

Southwest Network - $1,000 travel cost for an estimated 1,818 miles driving between Phoenix and Tucson for project collaboration with EHR vendor. The current agency reimbursement rate is .55 cents per mile.

Equipment:

AzCA-$18,500 in estimated server hardware and installation cost needed to support new HIE software infrastructure. 2 HP ProLiant DL 500 servers will replace the existing NextGen hardware. Hardware upgrades are necessary to support latest NextGen software release requirements that support the new CCD format.

Software:

AzCA-AzCA's software vendor is Topaz Information Solutions, LLC who is an authorized reseller of NextGen. It is projected that AzCA will need to install NextGen interfaces and upgrade to the latest version of EHR software (Version 5.7) in order to be able to successfully generate and consume (bi-directional) CCD/CCR & HL7 transactions. Interfaces and implementation hours to upgrade NextGen is projected to cost $30,000. AzCA is requesting that $15,000 be funded by ASET and the remaining amount of $15,000 be matched through regular operations.

Supplies:

AzCA-$500 in training supplies, paper training packets, handouts, filers, and printing.

Southwest Network - $500 in training supplies, fliers and printing

In-kind match:

AzCA- $25,000 ($10,000 IT Support Specialist salary and $15,000 software) in matching funds will come from AzCA's general operations funds.

Consultants/Contracted Services:

Southwest NetworK: System updgrade, programming and labor costs for EHR vendor system modifications to support CCD generation and acceptance and other changes to implement HIE exchange of information.