Arizona Strategic Enterprise Technologies
Unconnected Healthcare Providers
Health Information Exchange Grant Program

Applicant: **EMPACT – Suicide Prevention Center, Inc.**

Applicant Contact: **David Larimer**

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(480) 784-1514 ext. 1009

Executive Sponsor: **Laura Larson-Huffaker, Executive Director**

Date of Application: **November 16, 2012**

Dollar Amount Requested: **$50,000**

Project Description

EMPACT – Suicide Prevention Center, Inc. (EMPACT-SPC) is a non-profit behavioral health provider that serves clients of all ages and socioeconomic statuses. We employ 270 staff who provide crisis response, counseling, psychiatry, substance abuse treatment, support groups, prevention services, and trauma services to individuals and families. We serve clients throughout Maricopa County, with clinics in Tempe and Glendale, and in Pinal County, with a clinic in Maricopa. Our parent company, La Frontera Arizona, is located in Tucson. In 2012 we served the following number of clients in each department:

DEPARTMENT	NUMBER OF CLIENTS IN 2012
MAGELLAN ADULT	2,837
PCN CHILDREN	3,021
CRISIS NAVIGATOR	1,868
CENPATICO	1,275
CRISIS MOBILE	6,342
RAPID RESPONSE	2,461
CPS STABILIZATION	547
TRAUMA HEALING	937
TOTAL	**19,288**

EMPACT-SPC accepts consumers enrolled in the Arizona Health Care Cost Containment System (AHCCCS) and some other insurance plans. Our largest client population is AHCCCS-eligible. Most of our services are funded by our two main regional behavioral health providers (RBHAs): Magellan (for all clients in Maricopa County) and Cenpatico (for all clients in Pinal County).

Currently we have a direct Health Information Exchange (HIE) connect with Crisis Response Network (CRN), another behavioral health provider, using ClaimTrak. This direct connection was established in May 2012. Our Crisis Department is our largest department and is dispatched through CRN. Crisis staff are available to serve clients, both adults and children, 24 hours a day, seven days a week. Through this direct connection, EMPACT-SPC receives Crisis Dispatch information from CRN (contains clinical and demographic information) and exports Mobile Team Disposition information (contains clinical information regarding nature of the call and intervention) to CRN. Our average number of monthly transactions is 1,100.

While EMPACT-SPC has implemented a direct connection for HIE with CRN, the usefulness of this connection is limited. One issue is that the connection, although bidirectional, is limited to CRN and EMPACT and our crisis mobile line of business. Furthermore, this process required several months of planning and implementation that has maximized our software connectivity with CRN. Currently the direct connectivity has, at best, a 6-10 minute delay in import/export processing. An upgrade in server capacity and interoperable connectivity would be required to

accomplish real time processing. This direct connection is only with two unaffiliated providers that utilize the same Electronic Health Record (EHR) software (ClaimTrak).

We are proposing to expand our use of HIE to three additional areas connecting to disparate software systems. These include: AHCCCS eligibility determination (270/271 files); electronic prescriptions and refill requests; and electronic lab orders and reports. This expansion will greatly improve our ability to meet our business objectives in several ways. Primarily, the 270/271 files will allow us to verify eligibility in real time. In our current process of checking eligibility, there can be a 30 day or longer lag time, resulting in the provision of thousands of dollars in uncompensated care and compromising customer care with loss of AHCCCS eligibility. This expansion will also improve services to clients by making the prescription and lab process more efficient, and reducing wait times and errors in filling prescriptions and lab orders. Having an electronic record that houses all prescription information (historic and current) as well as lab reports will increase coordination of care and potentially improve the quality of the care provided to clients. It will also be easier for the pharmacy and/or lab to clarify any problems with the prescription and/or lab order.

Ultimately, upgrading EMPACT-SPC's system to the specifications below allows greater interoperability with similar or disparate EHR software systems regarding the HIE processing.

EMPACT-SPC will be the lead and fiscal agent for this project. David Larimer (see attached resume of this individual) will be the project lead.

Project Work Plan
Milestone 1 Planning – January 1, 2013 to January 31, 2013
Conduct readiness assessment and create plan to mitigate current resource issues.
 ➢ Plan reconfiguration and lay out timeline for SQL migration from SQL 2005 to newer version.
Change existing infrastructure to allow for additional Virtual Machine (VM) capacity.
 ➢ Degrade resources allocated to existing servers
 ➢ Test degradation and tune appropriately
 ➢ Purchase and add two VM machines for Mirth
 ➢ Purchase Mirth licensing
 ➢ Add VM server for SQL 2012
 ➢ Purchase licensing for SQL 2012 Enterprise
 ➢ Establish SQL 2012 VM server for testing

Milestone 2 Establish HIE connection to ClaimTrak – February 1, 2013 to Mid-February, 2013
Configure HIE software and environment and establish HIE connection to ClaimTrak
 ➢ Work with ClaimTrak on programming changes necessary to support HIE
 ➢ Configure Mirth servers for SSL connection with ClaimTrak Configure Mirth servers for SSLVPN connections
 ➢ Configure clustering of Mirth servers

Milestone 3 Implementation – Mid-February 2013 to March 31, 2013
- ➢ ClaimTrak Network configuration
- ➢ Interface installation and testing at protocol level
- ➢ ADT – 101 Message testing with LabCorp for Client Admit to LabCorp LIS Systems
- ➢ ClaimTrak Results Module Installation
- ➢ ORU Message testing with LabCorp for Results
- ➢ ClaimTrak Orders Module Installation

Milestone 4 Implementation – April 1st 2013 to Mid-June 2013
- ➢ ORM Message testing with LabCorp for Orders.
- ➢ 270 Message Testing with AHCCCS
- ➢ 270 Message Testing with AHCCCS
- ➢ Deploy 270/271 Schedule for AHCCCS
- ➢ SureScripts New Script testing for a New Script (Escript carrier)
- ➢ SureScripts Testing for Refill Requests. (Escript carrier)
- ➢ SureScripts Testing for Return Messages for Errors and Omissions (Escript carrier)

Milestone 5 Training Mid-June 2013 to June 30, 2013
Roll out training materials to all staff impacted by HIE changes
- ➢ Develop training plan and materials
- ➢ Conduct training for 25 employees

EMPACT – Suicide Prevention Center, Inc.
Grant Proposal
Line Item Budget

FUNDED ITEM	COST
IT Consulting – *Consultant/Contracted Service*	$14,000
ClaimTrak Project Manager – *Consultant/Contracted Service*	2,500
Mirth License – *Software*	5,000
Mirth Virtual Machine – *Software*	3,000
SQL Software Package – *Software*	25,500
TOTAL	**$50,000**

MATCH ITEM	COST
Project Manager, .10 FTE EMPACT – SPC employee - *Cash*	$8,083
30 hours of Training by EMPACT – SPC employee - *Cash*	917
Mirth Development – *In-kind*	10,500
ClaimTrak Development – *In-kind*	4,500
ClaimTrak Documentation – *In-kind*	500
ClaimTrak Training – *In-kind*	500
TOTAL	**$25,000**

Budget Narrative

Funded Items
Consultants/Contracted Services:
IT Consulting:
- ➤ Southwest Microsolutions, Inc. will assist with the implementation of the software changes. There are multiple stages of this process.
- ➤ Planning Stage – Conduct readiness assessment and create plan to mitigate current resource issues. 55 hours x $50/hour = $2,750.
- ➤ Infrastructure Changes – Change existing infrastructure to allow for additional VM capacity. 135 hours x $50/hour = $6,750.
- ➤ Establish HIE connection to ClaimTrak – Configure HIE software and environment. 90 hours x $50/hour = $4,500.
- ➤ Total IT consulting cost is $14,000.

ClaimTrak Project Manager:
- ➤ $2,500 per Agency. The project manager will set up the connection between EMPACT-SPC and Lab Corporation, the pharmacies for E-Scripts, and our RBHAs around the 270/271 process. This will involve programming and development.

Software:
Mirth Licensing:
- ➤ This is an annual fee of $5,000 to license the Mirth Connect software.

Mirth Virtual Machine (VM):
> ➢ This software will allow us to run Mirth Connect on our system. This is a one-time fee of $3,000.

SQL Software Package Upgrade
> ➢ Our SQL software will be upgraded to a more recent version to allow Mirth Connect compatibility. The cost of the upgrade is $25,500.

Matching Funds Items
Part-Time Project Manager:
> ➢ The project manager (David Larimer) will be allocated 10% to this project. The cost includes allocation of his salary and benefits. Duties will include, but are not limited to: working with ClaimTrak to implement the software upgrades and changes. Fund source is cash.

Training:
> ➢ The trainer (Margaret Wheelin) will allocate 30 hours for training to this project. 25 hours will be spent training prescribers on Escripts and Labs, and select staff members on the 270/271 Transaction. Five hours will be spent prepping for trainings. The estimated cost includes salary and benefits for 30 hours. Fund source is cash.

Mirth Development:
> ➢ $3,500 per Interface type. An interface is defining a data document structure used to send documents to an unaffiliated partner. Our interfaces include Escripts, Labs, and 270/271 Transactions for a total of $10,500. Fund source is in-kind from ClaimTrak.

ClaimTrak Development:
> ➢ $1,500 per Interface Type (including Escripts, Labs, and 270/271 Transactions), for a total of $4,500. Fund source is in-kind from ClaimTrak.

Documentation:
> ➢ $500 total. This is a one-time fee that includes documenting the set-up process and software usage. Fund source is in-kind from ClaimTrak.

ClaimTrak Training:
> ➢ $500 total. This is a one-time fee that includes training the project manager and trainer on the new software. Fund source is in-kind from ClaimTrak.

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PROFESSIONAL OBJECTIVE

To use my administrative, clinical and business skills in a manner that provides the most efficient use of resources for the mutual benefit of the client, community and employer.

EXPERIENCE

January 2009 to Present, *Clinical Software Administrator, EMPACT-SPC, Tempe, AZ.*
Team Lead in implementing and maintaining current clinical software. Directed the creation of all clinical process flow charts used in conversion to current software.
Assisted in creating and maintaining clinical process within software. Assisted in development of all training material. Currently, maintains software environment.

November 2007 - January 2009 *Lead Reviewer, APS Healthcare, Sacramento, CA.*
Responsible for facilitating a team that preformed the external quality review process with counties throughout California. Evaluated and provided technical assistance regarding quality improvement processes. Assisted counties in developing data driven decision making initiatives.

August 2007 – November 2007 *Medical Services Director, Comprehensive Dental and Medical Program, Department of Economic Security, Phoenix, AZ.*
Responsible for overseeing the state-wide health plan for children in foster care. Directed the development of the QM Plan and Performance Improvement Projects and related polices. Evaluated QM processes and standards and directed corrective action plans to assure a quality health care service delivery system for foster children. Part of the Senior Management Team.

July 2006 – May 2007 *Vice President of Quality Improvement, Chicanos Por La Causa, Inc., Phoenix, AZ.* Facilitated the development and implementation of the Quality Improvement Department processes and policies and procedures. Integrated Training, Quality Improvement, Information Management and Billing under one department. Provided clinical oversight to all behavioral health programs and clinical supervisors state-wide.

Assisted in the development and implementation of multiple curriculum and staff training.

February 2002 – June 2006 *Director of Clinical Services, Chicanos Por La Causa, Inc., Phoenix, AZ.* Responsible for the clinical oversight of the state-wide outpatient counseling, residential, and HIV/AIDS programs. Part of the Administrative Team responsible for quality management, fiscal and budgetary issues, utilization review, and strategic plan. Facilitated national accreditation process with JCAHO. Part of the grant writing team. . Responsible for assessing, developing and delivering required and requested staff training on a variety of topics.

February 2002 – July 2005 *Independent Contract Trainer Child Protective Services (CPS) through Chicanos Por La Causa Inc.* Provided two-day substance abuse and co-occurring training to all new CPS case managers. Co-created the curriculum utilized. Responsible for evaluating and revising PowerPoint and curriculum.

October 2001- December 2006 *Adjunct Professor, School of Social Work, Arizona State University, Tempe, AZ.* Co-created curriculum and syllabus for pilot coursework for master's level students related to the treatment of co-occurring disorders. Delivered and revised curriculum regarding Co-Occurring Psychiatric and Substance Abuse Disorder course to social work graduate students.

June 2001- 2002 *Manager, Bureau of Adult Services, Arizona Department of Health Services/Division of Behavioral Health Services*
Responsible for the oversight of program representatives who monitored and provided technical assistance to individual Regional Behavioral Health Authorities in the state of Arizona. Involved in several statewide workgroups regarding policy changes and delivery of behavioral health services.

June 1998-June 2001 *Director of Programs, EMPACT-SPC, Tempe, AZ.*
Responsible for the oversight of the Counseling, Crisis, Case Management, Prevention, and Service Utilization departments. Part of the Administrative Team responsible for QM, fiscal and budgetary issues, and clinical competency standards. Responsible for risk management issues, and hiring and evaluating of management team. Provided group, marriage and family, and individual therapy.

1996-June 1998 *Addictions Services Manager, North Central Behavioral Health Systems, LaSalle, IL*
Responsible for meeting fiscal, productivity, QA, and clinical competency

standards. Responsible for hiring, evaluating, and clinically supervising addictions and dual diagnosis staff. Part of the management team that prepared for and obtained national (JCAHO) accreditation.

1994-June 1998 *Private Practice, Naperville, IL*
Provided marriage and family therapy, individual adult/adolescent psychotherapy.

1983-1996 *Counseling and Psychotherapy*
Marriage and family therapy, individual adult/adolescent and group psychotherapy in a variety of outpatient and inpatient settings.

EDUCATION

1980-1981 *Master of Education, Counselor Education, University of Arkansas*

1975-1979 *Bachelor of Science, Sociology, Northern Illinois University*

1995-1998 *Narrative Therapy Training, Evanston Family Therapy Center, Evanston, IL*
• Participated in live supervision using a one-way mirror and reflecting team seeing couples and families.
• Guest presenter, Therapeutic Conversations Convention in Vancouver, BC, Canada, March 1997.
• Co-authored chapter in The Handbook of Constructive Therapies, 1998.

1994 *Sexual Dysfunction Psychotherapy Training, Loyola University Medical School, Chicago, IL*
• Part of a co-therapy team using direct and group supervision with Dr. Renshaw.

1986-1988 *Pastoral Counseling Training, Center for Counseling, Presbyterian Hospital, Oklahoma City, OK*
• Formal coursework in group and individual supervision. Provided individual, marriage and family therapy under audio and video supervision.

1984-1986 *Group Therapy Training, St. Anthony Hospital, Drug Recovery Inc., Oklahoma City, OK*
• Weekly training in the group process regarding inpatient psychiatric and residential chemical dependency clientele with David Schwartz LCSW, and Frank Pucelik Ph.D.

LICENSES & CERTIFICATES

- Licensed Professional Counselor (LPC) AZ. Board of Behavioral Health, License number LPC-2504, expires 5/31/12. Obtained extension to complete CEUs
- Licensed Clinical Professional Counselor (LCPC) IL Department of Professional Regulation, Licensee #180-001400, inactive.
- Certified Alcohol and Drug Counselor (CADC) IL Alcohol and Other Drug Abuse Professional Certification Association, Certification #13319, expires 01/31/14.

COMMUNITY ACTIVITIES

- Asian Pacific Communities in Action (APCA) Volunteer Board Member, Vice President
- Guest Lecturer, Arizona Dependency Court Judicial Training
- Trainer and Staff Development, Salt River Tribal Family Assistance