1.) The Project Description and Partner Relationship/Collaborative Structure shall include:

Brief organizational descriptions, including current use of health information exchange among partners (whether on paper, by phone or fax, or electronically).

West Yavapai Guidance Clinic is a nonprofit provider of mental health, crisis and substance abuse services, with treatment sites based in Prescott and Prescott Valley. Since 2000, WYGC has continuously earned accreditation by the Joint Commission. WYGC has been providing behavioral health services since 1966. We are a leader in person-centered and self-directed treatment approaches, and last year we served more than 7,000 children and adults.

West Yavapai Guidance Clinic adopted Netsmart's AVATAR Electronic Health Record (EHR) during the summer of 2008 and implemented in October of that year. Netsmart Technologies is the first behavioral healthcare software provider to attain complete ARRA-Certified Electronic Health Record status. Netsmart Technologies, Inc., a provider of software and services for health and human services organizations, announced that its Avatar™ 2011 electronic health record software achieved 100 percent ONC-ATCB ARRA ambulatory and inpatient certification, making Netsmart the first behavioral healthcare software provider to offer a complete ARRA-certified EHR both for Eligible Professionals (EPs) and Hospital incentives. West Yavapai Guidance Clinic case managers, therapists, nurse practitioners and physicians all utilize the AVATAR system for behavioral health patient care and service delivery.

West Yavapai Guidance Clinic is striving toward "Meaningful Use" requirements. Our use of EHR technology improves quality of care, advances patient safety, increases customer satisfaction and enhances office efficiency. Our experience in electronic health record certification includes the InfoScriber™ e-prescribing service, the Netsmart CareConnect™ service that enables the sharing of clinical information through health information exchanges, the Netsmart ConsumerConnect™ Web portal to provide consumer access to their care information, and a flexible platform to capture and share outcomes data. West Yavapai Guidance Clinic conducts a bi-weekly service call with Netsmart to ensure timely and accurate resolutions to software issues. Advances, upgrades and technology changes are discussed, where teamwork and cooperation are key to our EHR success.

In terms of current use of health information exchange, there is significant one-way electronic flow with an estimated 13 coordination of care processes occurring daily on behalf of our clients who are in "care transitions." In addition, there is significant notification by West Yavapai Guidance Clinic of primary care providers in instances of client medication change or other care coordination, even if there is not a level of care change. In terms of two-way exchange of health information, we work with our local lab (LabCorp) to do this successfully electronically. Our goal is to increase this level of health information exchange, and this ASET grant opportunity will provide the next steps for us to achieve this goal.

Geographic area and demographics of population(s) served

West Yavapai Guidance Clinic serves a large geographic area (western Yavapai County) which is primarily rural, stretching from Ash Fork south to Black Canyon City, and from Cordes Lakes over to Bagdad. We employ approximately 250 people. Our agency is licensed by the Arizona Department of Health Services / Division of Behavioral Health Services, as well as being newly

licensed to provide Primary Care services. The programs and services we provide include outpatient psychiatry, residential and outpatient substance abuse treatment, outpatient child and family therapy, 24-hour crisis intervention, case management, vocational services, group and individual therapy, a psychiatric hospital for adults, and more.

As approximately 90% of our clients agency wide are receiving Medicaid/AHCCCS benefits, they are categorically at the low end of the economic spectrum. The median income for a household in Yavapai County is $34,901, and the median income for a family is $40,910. The national median annual household income between 2008-2010 was $50,022, while in Arizona it was $47,093. About 8% of families and 12% of the population were below the federal poverty line, including 16% of those under age 18 and nearly 7% of those age 65 or over.

West Yavapai Guidance Clinic's client race/ethnicity breakdown is reflective of the general population of our community, meaning that most clients are Caucasian/Non Hispanic. The next largest group is Hispanic, followed by American Indian.

Description of issue/business process that health information exchange will assist with improving:

West Yavapai Guidance Clinic has been strategically working on the implementation of electronic health records over the past two years. Our implementation has moved slowly and methodically to ensure we meet all compliance and regulation requirements needed in our records. Implementation of a health information exchange will assist with improving privacy and security, client quality of care and engagement of consumers in managing the care they receive.

At this time, West Yavapai Guidance Clinic is still in a hybrid state of paper and electronic charts, with only a small team available to do software development as well as provide IT support. This grant will offer us the opportunity to add resources for a more focused development and implementation effort. Our goal will be to have a fully integrated health information exchange system internally within our Pharmacies, Primary Care Clinic, Hospital and Behavioral Health Clinics.

Once fully integrated, there will be increased improvement with coordination of care between our clinics/hospital and emergency rooms, our client's Primary Care Providers, and client Health Plans. We will be able to decrease the ordering of duplicate medications, duplicative or unnecessary tests, and prescribing counter-indicated medication combinations or prescriptions that could conflict with one another to create life-threatening drug interactions.   Benefits will extend to both patients and healthcare providers and will promote convenience, confidentiality, access and quality of care.

Other areas of improvement include allowing our medical staff and other healthcare providers to share medical history, lab results and other pertinent client information in a more timely and accurate way. It will make backups of data easier to maintain, so catastrophic data loss is more easily remedied. Our more efficient system integration will provide clients with more security and confidentiality by more effectively limiting unauthorized access and tracking of who views personal healthcare information. Most importantly, it will improve continuity of care when treatment is ongoing and conducted among multiple healthcare providers, an especially

important consideration for our vulnerable population of clients who experience numerous co-morbid chronic conditions (medical and psychiatric).

Lastly, when all providers in the chain of healthcare are able to share information, it will be much easier to prevent fraud and abuse.

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

Bill Gates states that "Automation applied to an inefficient operation will magnify the inefficiency." In addition, we know that a key to successful adoption of an interoperable system is to gradually phase in functionality. West Yavapai Guidance Clinic believes that in order to be successful with a fully efficient Health information Exchange System interface, WYGC must focus specific IT resources and skills on our internal systems and practices to ensure our IT infrastructure is developed and implemented successfully.

West Yavapai Guidance Clinic strives to implement the best electronic health record system we can. We know that an improved interoperable electronic health record system will reduce error and improve the quality of life of the clients we serve. At this time we are still in a hybrid state between paper and electronic records. We have invested over ½ million dollars in Netsmart's certified EHR software systems, and necessary hardware, however the implementation team is tasked with numerous other responsibilities and deliverables. Our goal is that through this grant, we could hire and train specialized IT personnel whose only responsibility is to focus on furthering the development of our existing electronic health care system and become electronic with medical records by July 1, 2013. This will take a more specialized workforce so our second goals is to maximize training dollars for implementation staff of EHR.

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

Our agency works primarily with vulnerable populations in western Yavapai County. A connected healthcare system will reduce time spent on administrative tasks, phone calls, and office business, and provide immediate access to more complete information about patients. That means:

- More complete information available for treatment decisions;
- New and more efficient options for client interactions;
- Enhanced ability to demonstrate performance consistent with regulations and recognized professional standards;
- Potential for reduced operational costs and more effective use of limited resources, state and federal dollars;
- More evidence-based practice;
- Enhanced support for management of chronic disease;
- Improved prescription writing and pharmacy interactions;
- Flexible and instant reporting and tracking capabilities;
- A focus on security and privacy protection of clients;
- Better interaction with patients;
- Better doctor-patient relationships;

- Better efficiency, collaboration, communication and coordination in dealing with other providers and outside parties inclusive of local emergency rooms, pharmacies, health care plans, primary care providers, specialty providers, and family of clients.

Name of organization that will serve as the fiscal agent on this project: West Yavapai Guidance Clinic

Name and resume of individual who will serve as project lead: Ron Bauer; on staff with West Yavapai Guidance Clinic since 2006, previously a Product Unit Manager with the Microsoft Corporation. His resume is attached.

If application is a joint application, must have letter of support: N/A

2.) Project Work Plan – work may not extend beyond June 30, 2013

Milestones	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	June 2013
Sign Contract with a technology vendor	X					
Hire Staff	X					
Complete Competency Training	X	X	X			
Exchange live data within own system across all programs				X 50% completion	X 100% completion	
Exchange live data between unafilliated organizations						X

Names, titles and organizations of the primary project team members and their roles in the project (if applicable).
- Ron Bauer (previously mentioned in this application) is the project manager
- Pamela Pierce (Her resume is attached) also plays an integral role as she is Chief of Operations and involved from both a hands-on and a supervisory role in this critical roll-out. Pam has been a leader and on staff at West Yavapai Guidance Clinic since 2007.

3.) **Line Item Budget – All reasonable costs for completing project are eligible. Insert a line-item budget into the narrative or attach as a separate document**.

BUDGET, **$50,000:**

IT Developer/Practice Workflow & IM Redesign Specialist (Contract or Employee)

$65 per hour.   10 hours week x 25 weeks $16,250.00

IT E.H.R. Implementation Manager (Contract or Employee)

$65 per hour.   10 hours week x 25 weeks $16,250.00

Implementation Support Specialist/Scanning Technologist (Employee)

($12.00 per hour + benefits). 10 hours week $7,700.00

Training $9,800.00

- IT Security Boot Camp Training Certification
- Compliance Boot Camp Training and Certification
- Privacy Boot Camp Training and Certification
- IT Training and Certifications
    - HITECH ACT
    - HIE, HIO
    - Project and Planning Management
    - HIT Systems and Applications (E-Mar, POE, PACS, ADT, Lab, DSS, Registries, Billing/Coding

Identify and quantify deficiencies in healthcare workforce knowledge and skills that must be addressed in order to secure maximum benefit from Healthcare Information Technology.

> In-kind match : West Yavapai Guidance Clinic will provide an in-kind match in excess of this grant's required 50% requirement. Our agency will pay for the matching hours of the additional I.T. staff and training with net earnings from services billed to payer sources other than NARBHA (Northern Arizona Regional Behavioral Health Authority) or other Government funding sources.

4.) **The Budget Narrative** shall provide information on how each of the line items shown in the budget was calculated and how it aligns with the overall strategy (*narrative is included briefly at each line item above)

5.) Letter of Support: N/A