
MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS

SPRINGFIELD BEHAVIORAL HEALTH INTEGRATION PROJECT (BHIP) DEMONSTRATION PROJECT

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OF CENTRAL ILLINOIS



A Memorial Health System Affiliate



our mission:

to improve the health of the people
and communities we serve.



vision

our vision: to be a national **leader for**
excellence in **patient**
care.



MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS (MHCCI) ORGANIZATIONAL OVERVIEW

- ✘ Private, not-for-profit organization providing high-quality, comprehensive behavioral health and rehabilitation services
- ✘ An affiliate of Memorial Health System, MHCCI is one of the largest providers of behavioral health services in central Illinois
- ✘ MHCCI has more than 65 years of experience caring for children, adolescents, and adults

MHCCI ORGANIZATIONAL OVERVIEW

- ✘ Accredited by the Commission on Accreditation of Rehabilitation Facilities
- ✘ 7 sites of care located in Springfield, Lincoln, and Jacksonville serving 6 counties (Logan, Mason, Menard, Morgan, Sangamon and Scott)
- ✘ Total Clients Served FY11 (unduplicated)

MHCCI ORGANIZATIONAL OVERVIEW

× Core services:

- + Screening and assessment
- + Outpatient therapy
- + Community support services
- + Case management
- + IPS services
- + Residential care
- + Day training and vocational support

MHCCI ORGANIZATIONAL OVERVIEW

Core services:

- + 24-hour crisis intervention
- + Psychiatric and medical services
- + Developmental disability rehabilitation services
- + Psychiatric Response Team (PRT) services to 3 local hospital emergency departments

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MHCCI ORGANIZATIONAL OVERVIEW

- ✘ MHCCI has adopted Clinician's Desktop - an ECHO product
- ✘ Our affiliate hospital, Memorial Medical Center and project partner adopted Millennium - a Cerner product

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OVERVIEW OF PROJECT

- ✘ The project has a dual focus:
 - + Memorial Medical Center (MMC) Inpatient Psychiatric Services
 - + Memorial Medical Center Emergency Department

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OVERVIEW OF PROJECT

- ✘ Memorial Medical Center (MMC) Inpatient Psychiatric Services and MHCCI will mutually serve over 150 individuals over the course of a year.
- ✘ Approximately 25 will be served during the projects initial timeline.

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OVERVIEW OF PROJECT

- ✘ MHCCI data will be sent to Memorial Medical Center via ILHIE upon admission
- ✘ Memorial Medical Center data will be sent to MHCCI via ILHIE upon discharge
- ✘ The use of ILHIE and electronic data will allow transmissions to the hospital on evenings and weekends.

Admission Process

Discharge Process

5AG Unit Secretary

MHCCI Records

Data Transmitted

5AG Unit Secretary

MHCCI Records

Obtain Release of Information from client to MHCCI

FAX ROI to MHCCI with info request

Call to verify receipt

Obtain information from FAX

File in chart

Upload information into Millennium, including ROI

Notify other staff that information has been put into Millennium

Print information from CDT and pull from charts

FAX information to MMC

Call to verify receipt

Shred copies

Upload ROI into CDT

Medications, ROI, D/C Summary

Medications including past meds that did not work, MHA

Obtain Release of Information from client to MHCCI (if not completed)

Print information

FAX information to MHCCI including ROI

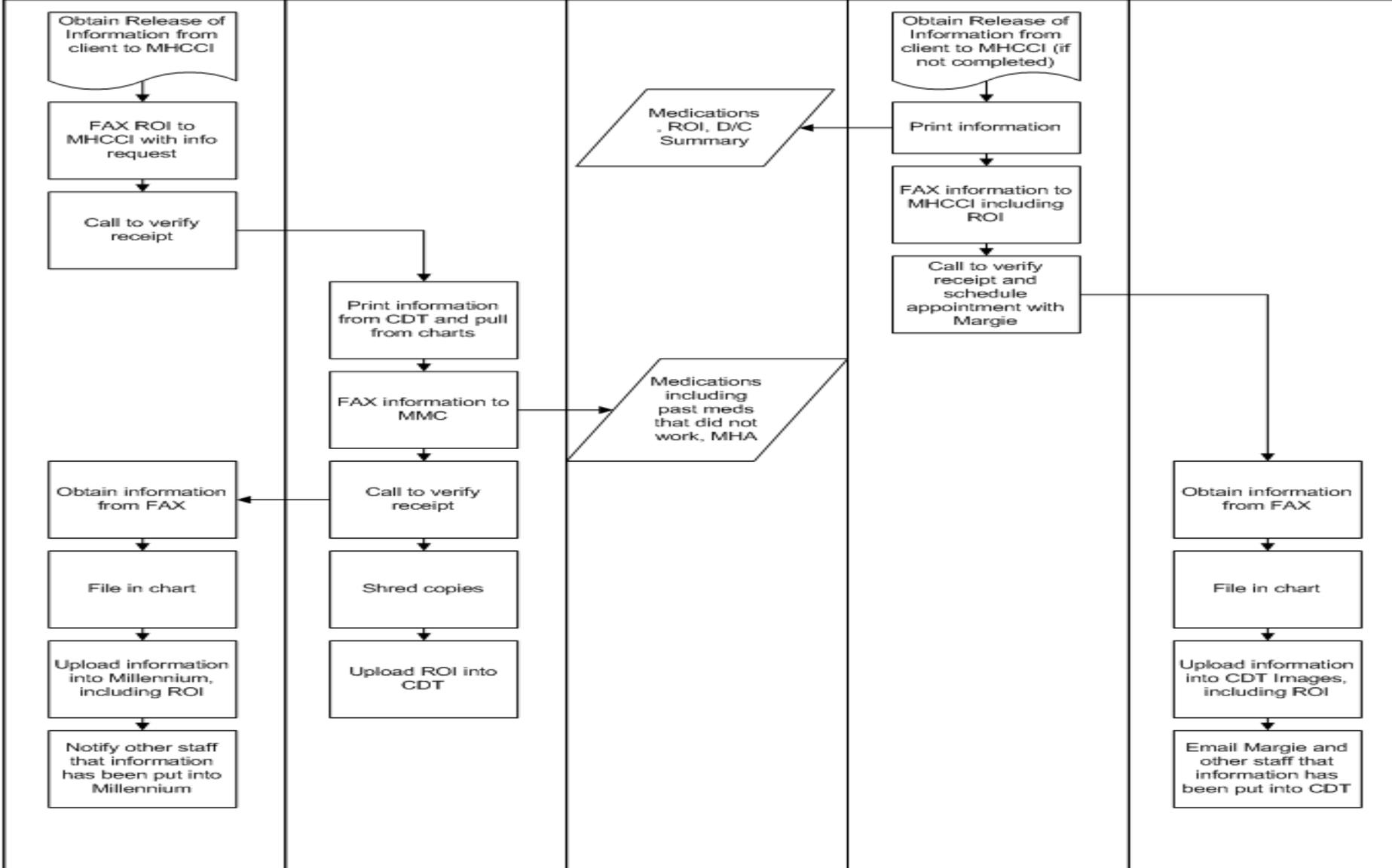
Call to verify receipt and schedule appointment with Margie

Obtain information from FAX

File in chart

Upload information into CDT Images, including ROI

Email Margie and other staff that information has been put into CDT

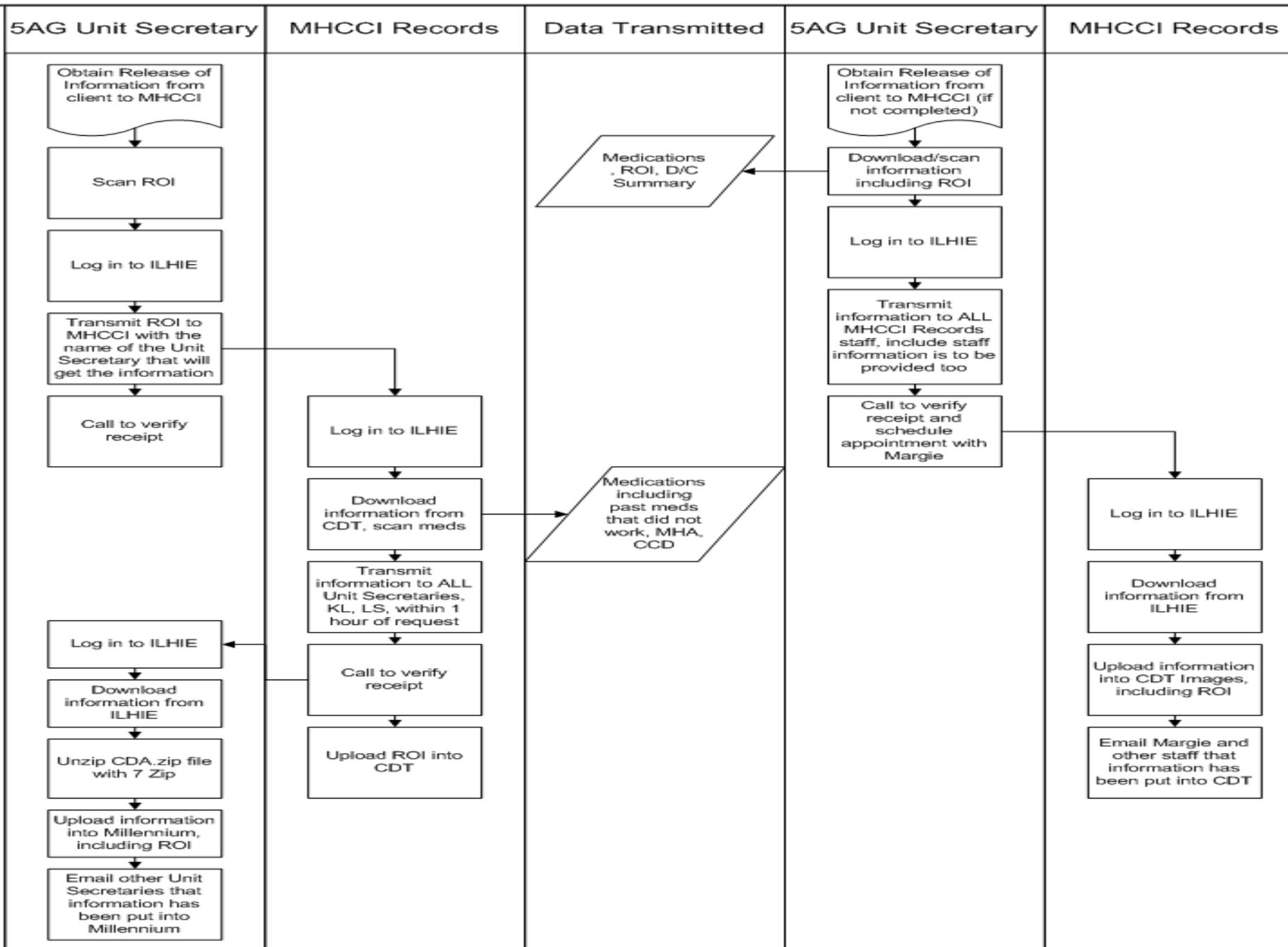


TIMING

- ~~✘ FAX: 8 minutes~~
- ✘ Calling: 10 minutes
- ~~✘ Filing: 8 minutes (may take 3 weeks in total)~~
- ✘ Gathering Paperwork: 22 minutes
- ✘ Shredding Paperwork: 2 minutes
- ~~✘ Emailing: 4 minutes~~
- ✘ Unzipping File: 2 minutes
- ✘ Total Time Saved: 16 minutes per case
- ✘ Expect to remove calling as well

ILHIE Admission Process

ILHIE Discharge Process

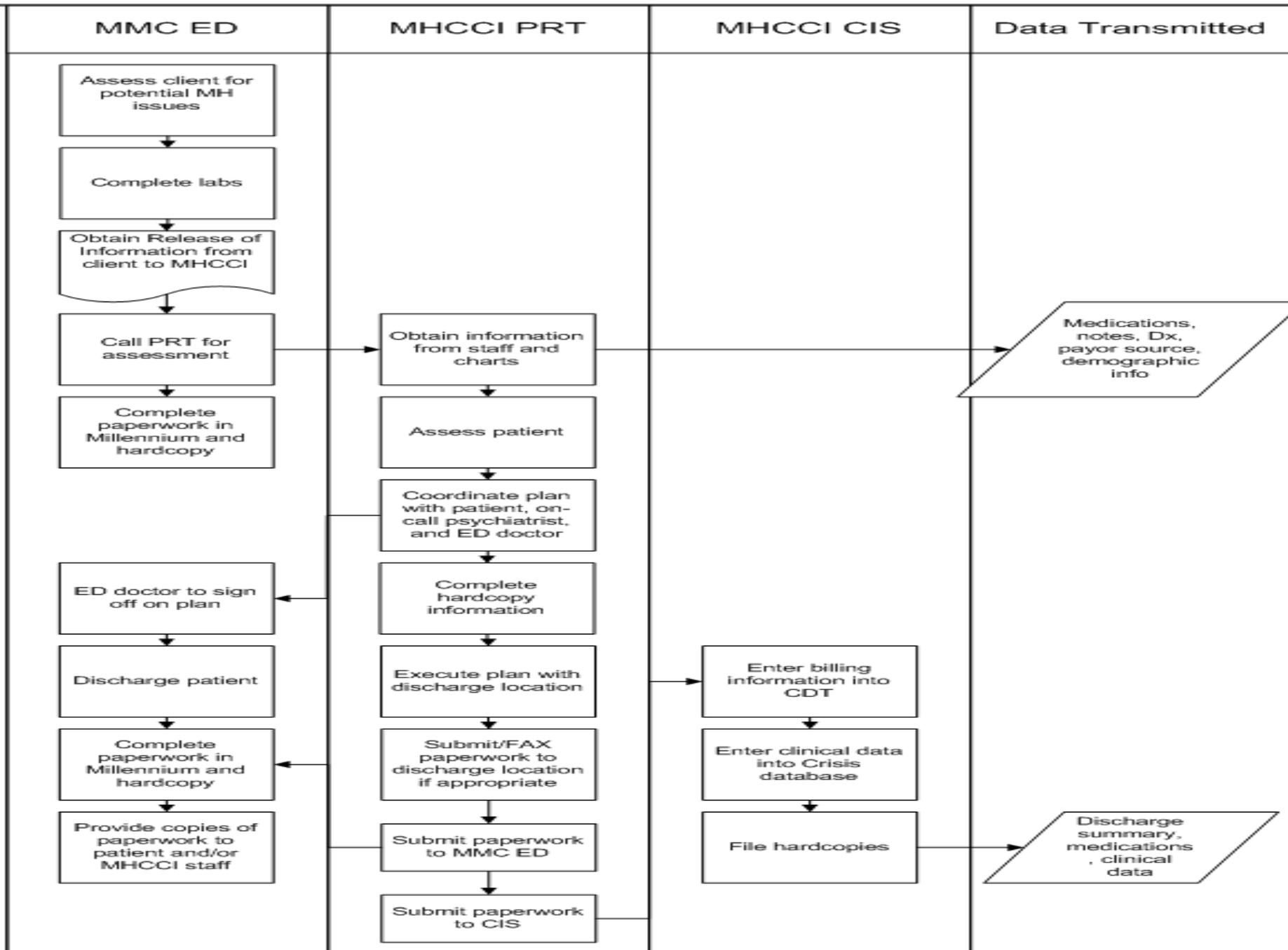


OVERVIEW OF PROJECT

- ✘ Memorial Medical Center Emergency Department with the Psychiatric Response Team – MHCCI Staff
- ✘ Psych Response Team will see over 5200 individuals over the course of a year, 2000 of which will be served at the MMC ED. Approximately 100 will be served during the projects initial timeline.
- ✘ A new PRT note has been developed in CDT (replacing the hardcopy USARF note) which will allow electronic transmission of and tracking of data



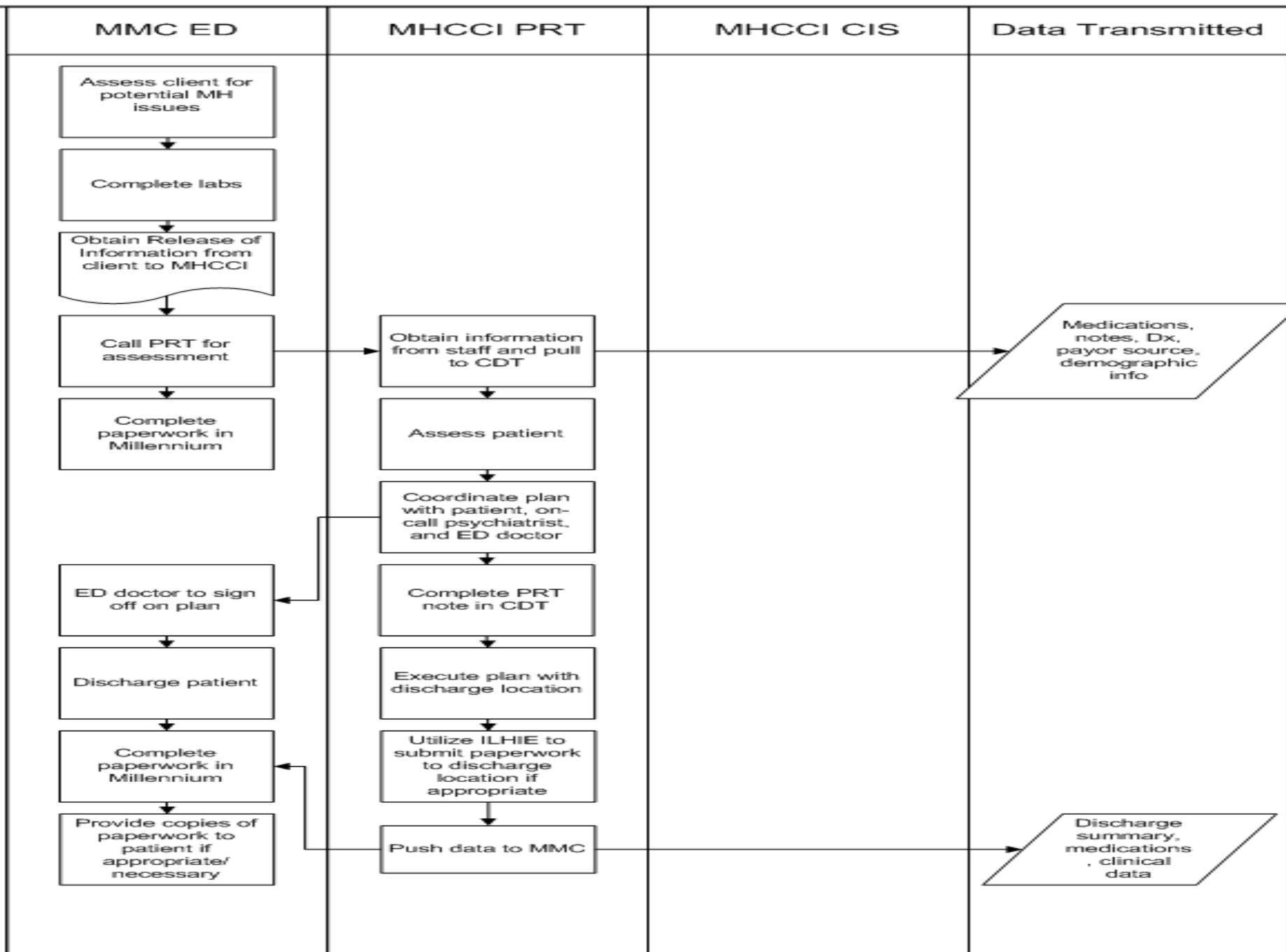
MMC ED Admission/Assessment Process



TIMING

- ~~✦ FAX: 5 minutes~~
- ~~✦ Filing: 4 minutes (may take 3 weeks in total)~~
- ✦ Gathering Paperwork: 20 minutes
- ~~✦ Data Entry Time: 10 minutes~~
- ~~✦ Submitting Paperwork: 7 minutes~~
- ✦ Data Entry Time: 2 minutes
- ✦ ILHIE Time: 2 minutes
- ✦ Total Time Saved: 24 minutes per case

MMC ED Admission/Assessment Process



BENEFITS

- ✘ To this point the focus of the project has been on getting the surrounding processes restructured on both sides to use ILHIE
- ✘ Consequently, the benefits have been limited to date



BENEFITS

- ✘ We anticipate the following benefits as we move forward:
 - + Decreased paperwork time (less copying, faxing, hunting for hardcopy charts)
 - + Faster turn around time on documentation communication (currently it could take up to 3 days, the project goal is 2 hours)
 - + Evening and weekend document communication (Inpatient doctors are excited about having this access)
 - + Faster access to documentation due to removal of filing

MENTAL HEALTH CENTERS OF CENTRAL ILLINOIS  Better tracking and reporting of outcomes and patient visits to the Emergency Department

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NEXT STEPS

- ✘ Once processes have been worked through at MMC, the other local hospitals will be brought into the process (4 in total)
- ✘ Monitoring reports will be revised using the new Psych Response Team note and data access
- ✘ Medications and allergies will be added to CDT for electronic transmission and tracking
- ✘ *A universal release of information is being considered*
- ✘ *A Crisis Treatment Plan for individuals with frequent visits to the Emergency Department will also be*



QUESTIONS????

Thank you!

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