

Technology Workgroup #6  
Wednesday March 22, 2006  
2-4 pm  
CVH Beers Hall Mountain View Room

Convener: Minakshi Tikoo

**Major Topics/Discussion Points:**

- After introductions, the group discussed the times/location of future meetings. All meetings will be at CVH from 2-4pm on every other Wednesday, but the room will vary. Prior to each meeting, an update re: location will be sent out via e-mail to participants.

*News and Status*

- There have been two conveners meetings since we last met. During the first one, conveners spoke with contacts in D.C. about technical assistance. Conveners shared updates about workgroups in the second meeting and the format of minutes was discussed.
- DMHAS is going to put up a website for all activities for all groups to share activities and highlights from the meetings. Once website is up and running it will include minutes of meeting and a resource list will be posted
- The format of the report containing Workgroup recommendations will be discussed in a future meeting.
- Conveners initiated contact with VA system to come visit at future date
- A summary of the last meeting was provided which included an activity to collect first thoughts on what and how technology can help transformation efforts
  - Agenda items identified last meeting: front end vs. back end issues, confidentiality, and governance
- No update from feds yet

*Discussion about Front end vs. Back end issues.*

- Technology can assist in four primary areas: Care management (front-end), standard reporting (back-end), program evaluation/quality (back-end), and topic libraries
- Front-end technology is that which assists/provides care management functionality for individual clients—i.e., maintaining client information, maintain client activity/event information (enrollment, attendance, outcomes)
  - Users of system include providers, clients, families, funders, policy makers
  - Question to ask ourselves-- What does care management mean in terms of level of functionality for different levels of users?
- Back-end: reporting, quality assurance, program and outcome evaluation. Need to think about outcomes and measuring change using longitudinal, multi-level modeling data analysis
- Reminder—not just talking about DMHAS or DCF clients, but average person across the lifespan
- Topic libraries may include information for self-screening

- Maybe we need to think about—where are people going regularly to access computers? How do we educate people on accessing computer resources? What about across the lifespan?
  - churches, schools, libraries, social clubs, supermarkets, banks, nursing homes, veterans homes—kiosk idea
- Keep in mind notion of disparities, rural vs. urban, access issues
- Tools and information for self-care management—resource compendium problem – not a care management problem
  - care management—administrative (summary, screening, assignment) and then day-to-day management (treatment/care)- at what point are we talking about individual client records vs. aggregate information
  - self-care management- library issue- access to reliable and valid information

#### *Other Discussion Topics*

- Discussed the network of care website—an example of a user-friendly interface which provides information about mental health issues and navigating the system and it is available in a variety of languages with options such as personal folders, preferences, etc.  
[www.networkofcare.org](http://www.networkofcare.org).
  - DMHAS is considering utilizing the Network of Care web information system in CT
- Barbara Bugella—recommendations need to focus on 3 things-- lifespan, infrastructure, interagency-- Infrastructure involves technology, policies, procedures, agreements
- Discussion about consumer and family representation on workgroup—essential
- President and CEO of CT Association of Homecare presented on telemedicine--think about applicability for mental health issues

#### **Barriers/Needs/Questions:**

- Question-- how can IT help us overcome service lapses in programs? As a person passes through, information doesn't follow.
  - This seems to be a care management issue pertaining to the portability of information across systems of care (interagency piece)
    - issues of confidentiality, consent
    - Process versus content—how do we make sure information follows from one point to another throughout the system?
- Question- What does access mean? access from end-user/consumer vs. access by service providers/system
  - Again, who is the user?
- Technology is there—we often get lost thinking about computers. What we need to think about is process, requirements, legislative requirements, information sharing.
  - Address the white elephant in room- sharing of information, privacy, policy, structural issue—not a closed system, confidentiality, releases of information
- How do we prioritize the target population/population of concern?

#### **Ideas/Recommendations:**

- Need to set up the evaluation criteria for how we identify what is a priority and what is not
- When thinking about disparity/access issues—disparities includes different abilities to access technological information across the lifespan, literacy, cultural factors, language

- Terms—need to define terms we use to communicate and describe our recommendations—glossary.
  - Question-- What are the terms we want to define?
- Idea of organizing thoughts into “data in”-- technology implies bringing data in—care management, and “information out” (i.e., resource library)
  - Data in—front-end (care management) and back-end (quality, standard reporting, program evaluation)
  - Data out- resources, education, information
  - Organize pros and cons of two paths—data in vs. data out—come up with recommendation
  - Define what actions involved with data in/vs. data out?

Technology	In	Out
Life-span Client, advocate, family		Appropriate ages Appropriate information
Infrastructure	Wish list	Resources- challenge- information overload Resource library
Interagency	Benefits/challenge	

- Gap analysis of state agencies—what data do agencies currently have—is there any consensus?

**To do/Tasks:**

- Agenda item—how are we planning to address consumer participation? We can take information back to consumers and bring feedback back to group, important, but not the same as having consumers at the table.
- Agenda for next meeting Evaluation criteria, format for writing report, consumer participation

**Next Meeting:**

April 5, 2006 2 - 4 pm CVH, Page Hall, Room 212