

Affiliation: Northwest CMH Affiliation
Section 11: Achieving Administrative Efficiencies

Challenges and Areas for Improvement

The risks and rewards associated with the use of Electronic Medical Record (EMR) keeping are being addressed by both affiliates. WCMCHS is way ahead and moving to use of a web-based platform, while NLCMH is struggling in earlier stages of development. Both affiliates have purchased different EMR systems so we must address issues of compatibility and standardization across our affiliation. Staff and consumers tell us that are overwhelmed by paperwork! We face the ongoing need for documentation of a multitude of requirements while trying to maintain a focus on a culture of gentleness that seeks to avoid overwhelming consumers and staff. Our contract providers lament at the length and variety of contracts as well as the number of audits that they have to contend with if they contract with more than one CMH. Additionally, they are frustrated by lack of standardization with training requirements. Providers and consumers understand the need for monitoring, and they urge us to be more efficient and to improve focus on consumer outcomes and satisfaction in that process. NLCMH has discovered a problem with keeping consumer demographics up to date, and thus another opportunity for improvement with medical records. Finally, a challenge and opportunity exists in establishing efficiencies, standardization, and oversight within an affiliation that has two very strong CMH affiliates with different histories, practices and communities. We hold many good examples of collaboration and have many more opportunities to pursue.

Methods For Making Improvements

West Michigan CMHS will advance their EMR in a web-based platform and offers assistance in evaluating opportunities for shared affiliation-wide EMR.

Northern Lakes CMHSP is working towards full implementation of an EMR. In conjunction with this project, a look at paperwork reduction is recommended. NLCMH is working with its provider network to improve its auditing process, including establishing reciprocity and including more meaningful consumer input. They are working collaboratively with providers to establish a training plan and resources to support training. NLCMH needs to ensure a system that updates consumer demographics and is addressing this as part of its EMR development.

As an affiliation, both CMHSPs need to evaluate opportunities for standardization and efficiency which may include: common data definitions and reporting, consistent access standards and benefit package; use of common contract boilerplate, increased reciprocity with auditing; and improved planning for and coordination of demand and capacity including the financing to support.

Methods to Measure Success

Administrative efficiencies are the responsibility of every PIHP committee and thus will be the focus in each committee annual plan. This will be monitored by the Joint Leadership team of the PIHP as well as by the Joint Executive Team with reporting to the Board of Directors. The PIHP review team will also check and monitor progress on this QI plan via annual site visits at the respective CMHSPs and the CA (NMSAS).