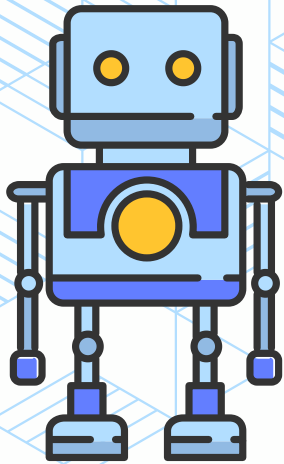


HUMANS & ROBOTS

THE VALUE OF AUTOMATION IN BEHAVIORAL HEALTH



CCBHC data collection and reporting should enhance CCBHC model of increasing access to care, improving follow-up rate, and reducing recidivism. We explore the processes put in place at North Range to maximize data integration, automation, and validation to free up staff to best meet those needs.

Outline:

1. Certified Community Behavioral Health Clinics (CCBHC) Overview
2. CCBHC Data Requirements
3. Tools Used
4. Robotic Process Automation
5. Automated Process
6. Benefits & Outcomes
7. Using Data to Inform Clinical Actions
8. Conclusion

From a data perspective, North Range Behavioral Health wanted to create a closed loop process to collect the National Outcomes Measures (NOMs) and Client data for initial baseline reporting and then to be able track client outcomes and provide staff the information needed to manage client engagement, follow through, as well as accurate entry of reassessments and discharges.

North Range developed a system of data collection and reporting that met the needs of staff and client by:

- Creating a combined NOMS instrument in our Electronic Medical Record (EMR), Avatar NX, for both our Adult and Child grants.
- Creating reporting tools to aid in the manual entry of data in the SAMSHA's Performance Accountability and Reporting System (SPARS) website including validation of SPARS through daily downloads of entered SPARS data.
- Creating client tracking tools to monitor client engagement including participation in program, upcoming appointments, core services, upcoming reassessments/discharge, and functioning based outcomes.
- Followed by creating Robotic Process Automation (RPA) to replace manual entry of SPARS.

