

AMHD PRIORITIES & SUPPORTING STRATEGIES
Information Management

Priority Statement: Develop and implement an information system that is user-friendly, accessible to all consumers and providers and supports AMHD's planning, service evaluation, business practices, regulatory compliance and the recover-based system of care.

2008						
GOAL	ACTION	ET LEAD	RESPONSIBLE FOR ACTION	EXPECTED OUTCOME	BENCHMARKS	COMPLETION DATE
Strategic Theme: COMMUNICATIONS HUB						
1.1 Establish and publicize AMHD as a communications hub for AMHD staff, providers, consumers and the general community. (Coordinate with Performance, Workforce & Relationships communications initiatives; Recovery & Business provider support initiatives)	1.1.1 Define role as a main communications hub via website, print (newsletter & newspaper), TV, consumer/provider roundtables.	JJ	TB	Approved description of Communications Hub	Draft document to ET	3 rd Wednesday in February
	1.1.2 Design format, layout and content of website, newsletter, organization chart, directives, policies and procedures, forms, training tools, surveys and questionnaires, medication information and pharmacy alerts "What's New", clinical alerts.	JJ	CY	Consistent use of logo's and other formatting across AMHD publications. AMHD communicates a consistent message in internal and external communications	Finalized document	3 rd Wednesday in March
Strategic Theme: LONG-RANGE INFORMATION MANAGEMENT PLAN						
1.2 Develop long-range plans for information management. Build budget to maintain/replace equipment and software.	1.2.1 Develop and implement a plan to automate key processes (e.g. UM authorizations, claims look-up). (Coordinate with	JJ	BZ (Discuss with Brian)	Approved plan	Draft document completed with Business Practices	3/31/08

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	Business Practices provider support initiatives)					
	1.2.2 Conduct needs assessment: budget, procurement, training, software (including voicemail), hardware (computers, cell phones, PDAs/tablet PCs, fax/copier, security camera), upgrades/replacements.	JJ	AO	Results of needs assessment is presented to ET	Identify items for end of year funds Identify recurring costs Identify one time purchases	May 2008
	1.2.3 Identify key performance measures. (Coordinate with Performance Excellence indicators initiatives)	JJ	Andy Breton	Information Services support key performance measures	Collaborate on drafting of key performance measures	April, 2008
	1.2.4 Develop a budget based on needs for new and replacement hardware and software (Due July 2008).	JJ	JJ	Document describing new and replacement equipment and software at current prices	Identify items for end of year funds Propose budget	April, 2008 July, 2008
Strategic Theme: PHI and CONSENT						
1.3 Define and educate how to communicate protected health information effectively while complying with state and federal law.	1.3.1 Rewrite Administrative 11-175-31	JJ	JJ	Revision to administrative rules simplify collaboration between providers and UM and providers		6/30/08

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Strategic Theme: CONSOLIDATED CLINICAL DATABASE						
1.4 Develop one Consolidated Clinical Database.	1.4.1 Develop and begin implementation of an Electronic Medical Record for CMHCs.	JJ	JJ			Done
	1.4.2 Develop and begin implementation of an Electronic Medical Record for HSH.	JJ	MM			Done
	1.4.3 Develop and implement a plan to pilot automated on-line authorization requests. (Coordinate with Business Practices provider support initiatives).	JJ	BL	POS Providers request authorizations using Provider Connect	In use with one provider In use with second provider Evaluation of effectiveness Acquire additional licenses Rollout to all providers	1/31/08 3/1/08 3/31/08 6/15/08 6/30/08
	1.4.4 Develop and implement a plan to pilot automated on-line provider claims submission and look-up. (Coordinate with Business Practices	JJ	BL	POS providers submit claims online using Provider Connect	Evaluate provider interest	2/29/08

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	provider support initiatives) PILOT ONLY BY 7/2008					
Strategic Theme: VIDEO & TELECONFERENCING (VTC)						
1.5 Develop long-term video- and tele-conferencing strategies.	1.5.1 Develop and implement VTC strategies to use existing equipment and locations to support meetings and trainings. (Coordinate with Workforce Development)	JJ	JJ	ALL AMHD VTC sites are connected to statewide VTC network	Participate in implementation planning with Grant staff	2/29/08
Strategic Theme: DISASTER PLANNING						
1.6 Develop a comprehensive Technology and Information Management Disaster Plan that cuts across all AMHD programs, services and locations.	1.6.1 Develop plan for back-up for ACCESS.	JJ	Steve Balcom	ACCESS has a backup location which has independent electrical and computer network infrastructure	Identify needs	3/15/08
	1.6.2 Develop plan for phones and communication devices.	JJ	JJ	Technology supports AMHD functions during disasters	Review AMHD Disaster plan and recommend technologies to support critical functions	September 2008
	1.6.3 Develop plan for key division operational functions and computer access.	JJ	Judith Clarke	Technology supports AMHD functions during disasters	Deploy Command Center PC at HSH	2/29/08

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	1.6.4 Conduct needs assessment and develop plan (including budget) for data recovery following a disaster (e.g. servers, power sources).	JJ	JJ	Disaster plan identifies options for supporting disaster recoveries including current costs	Complete needs assessment Complete analysis of findings	4/30/08 6/30/08
Strategic Theme: DATA INTEGRITY						
1.7 Develop and implement a plan to improve data integrity and real-time data reporting.	1.7.1 Inventory current data reporting redundancies.	JJ	Andy Breton	PI Indicator Inventory list addresses and links to AMHD standards, grant requirements and federal regulations.		2/1/08
	1.7.2 Analyze and revise POS reporting requirements.	KK	KK	Implementation of Consolidated Provider Self-Report		2/1/08
	1.7.3 Analyze and revise internal AMHD reporting requirements.	KK	BH JJ WL MF	Implementation of AMHD internal performance indicator reporting		4/30/08
	1.7.4 Evaluate quality control processes on data entry and other processing and on templates to identify those that perpetuate errors. (Coordinate with Performance Excellence data initiatives)	KK	Andy Breton	Implement plan that establishes and monitors data integrity checks across multiple data sources and databases.		6/30/08