

Office of Civil and
Forensic Mental Health
(OCFMH)

Hope, Health and Recovery



COLORADO
Department of Human Services



The Office of Civil and Forensic Mental Health (OCFMH) provides a continuum of mental health care that includes pre-trial restoration services, inpatient hospitalization and, soon, transition homes for community-based care.

Agenda

- Overview of OCFMH
- Summary of Request
- Background on the Consent Decree
- Existing Data Systems & Limitations
- Proposal

Office of Civil and Forensic Mental Health

Mental Health Hospitals

Provide inpatient behavioral health services for civil and forensic patients.

Forensic Services

Provides evaluation, treatment and case management to the forensic population statewide.

Mental Health Transitional Living Homes

These homes will be used as a transition to a less restrictive setting for individuals with severe mental health conditions.

OCFMH Data: Complex & Critical



- Complexity:
 - Operations
 - Data
 - Requirements
- Critical and highly sensitive personal data
 - Patient care and safety
 - Community safety

Information Management Systems and Data Reporting

Problem

Current data systems are disconnected, outdated, and require significant staff time for manual entry and duplicative work. This has resulted in problems with communication gaps, compliance, and data reporting. Time spent on data entry and management would be better spent on direct patient care.

Request

This request has two parts:

- Capital IT Project - \$5.9M over 3 years
- Ongoing system maintenance and support - 3.0 FTE, \$234k/yr

This capital request is for multiple sub-projects to enhance information management systems, which will be more effective if they can be developed as part of a coherent strategic plan.



Consent Decree

- CDHS was sued in 2011 for failure to provide timely competency evaluations and restoration treatment
- The lawsuit resulted in a consent decree, with several requirements for systemic improvements
- One requirement was to improve data systems



SB 19-223 and the Data Warehouse

- SB 19-223 put many consent decree requirements into Colorado law, including the data management system.
 - \$350k in FY 2019-20 to build the Data Warehouse
 - 1.0 FTE to administer
 - 2.0 FTE for data analysts
- The Data Warehouse was built to contain specific patient-level information as required by the Consent Decree
 - It needs major enhancements to meet evolving needs

Limitations of Current Systems

Disconnected and/or outdated data systems for the hospitals

- MS Access phasing out

No database or standardized systems for the Forensic Services Division

Hospital and Forensics staff manually entering and retrieving data

These limitations result in:

- Poor data quality
- Risks to data security
- Wasted time
- **Most importantly, reduced time for direct care with patients and clients**



Proposed Solution

One comprehensive plan to address the complex needs of the office, which fit broadly into two categories:

- Patient/client data management
- Staff data and administrative management

Phase 1: Develop detailed project plans (Q1 FY 2023-24)

Phase 2: Implementation (Q2 FY 2023-24 through FY 2025-26)

Phase 3: Maintenance and enhancements (ongoing)

Solution: Enhance System Capabilities

What we will do	Why	Systems
<p>Expand and enhance our operational systems for forensics and the hospitals (where staff enter information), connect those to the Data Warehouse, and increase tracking capabilities around patient observation, legal cases, and pharmacy.</p>	<p>The Forensic Services Division and hospital staff are currently spending excessive time manually entering and retrieving data, which is unreliable and detracts from time serving clients.</p>	<ul style="list-style-type: none">● RL-Datix for critical incidents (1)● Add sources to Data Warehouse (4)● Purchase servers (6)● Agile Consultants (8)● Document Repository (9)● System testing (10)● OIT Support (11-19)● Data visualization (5 and 20)● Add BEHR clinical modules (22)

Solution: Enhance Security

What we will do	Why	Systems
<p>Enhance data security by encrypting all data to “Silver” level to protect data at rest and in transactions.</p>	<p>Keep sensitive client data protected from loss or breaches, including to comply with HIPAA.</p>	<ul style="list-style-type: none">● Modernizing systems by converting custom MS Access systems into SQL systems● Silver Data Encryption (7)● Document Management (9)

Solution: Enhance Staffing and Administrative Systems

What we will do	Why	Systems
<p>Build and integrate administrative systems including budgeting, workforce capacity, hospital staff data, staff credentials, training, staff feedback.</p>	<p>A formal system to track the essential operations of the hospitals and OCFMH overall will increase operational efficiency, reduce manual effort, and decrease errors.</p>	<ul style="list-style-type: none">● REDCap, a HIPAA-compliant system for staff health data (2, 3)● Survey Tools (21)● CDHS Staff Support (23-24)



**Thank You
Questions?**