

BHA × JTC

January 11, 2024



COLORADO
Behavioral Health
Administration



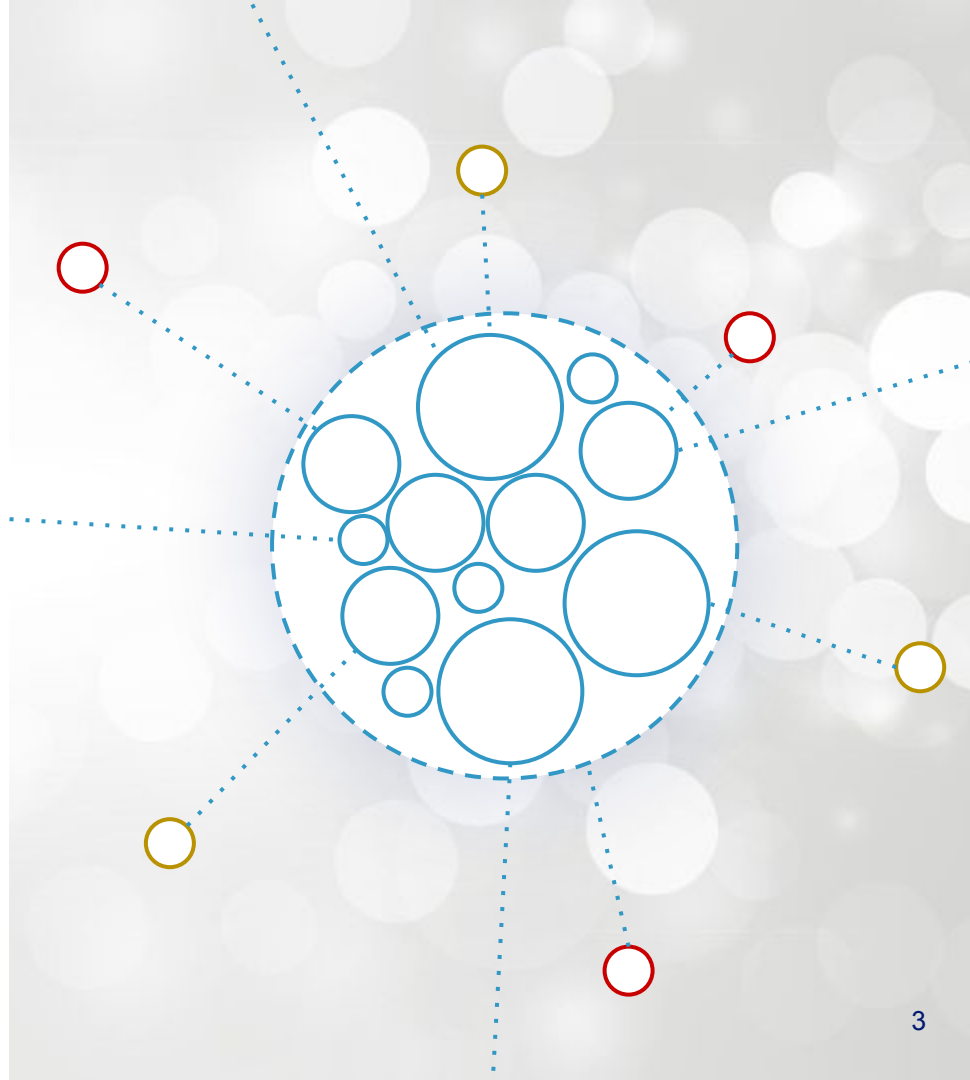
COLO R A D O
**Behavioral Health
Administration**

BHA exists to improve access to, and quality of,
affordable behavioral health services.

How

BHA is setting the framework for the umbrella of services that will be available to all people of Colorado regardless of payor, insurance, and income.

Our goal is to create a **cohesive ecosystem** of technology and services.





The ask

The ask

BHA is asking for an **additional year of spending authority** to continue designing and building technology that *delivers value* to people in Colorado.

We are *not* asking for additional funding.

If this request is not approved, BHA will not be able to operationalize the full vision of a behavioral health ecosystem.

Why

1. BHA prioritized and completed work on the **technical foundations** that are prerequisites to deliver on the goals laid out in the original request.
2. Our development and **spending needs are rapidly accelerating.**
3. We are confident that we have a contracting approach are in a place to deliver on these goals.

So that...

BHA can continue advancing work on the projects described in the original legislation:

1. Consolidated Behavioral Health Data Collection
2. Health Information Exchange Investment
3. Virtual Crisis Telehealth App
4. Capacity Tracking and Bed Management System



Our approach

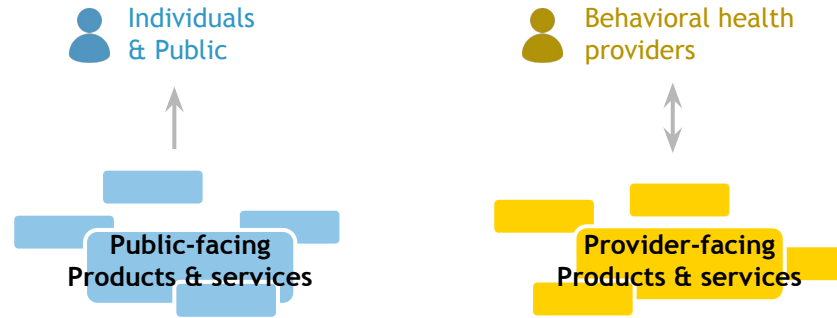
The approach

1. An **iterative** approach allows us to release value to the people of Colorado as early as possible, and continually improve it over time.
2. By **centering people** in Colorado, we build technology in response to their articulated and latent needs¹.
3. This approach has allowed us to avoid² the technology project failures and vendor lock-in issues that have historically plagued government technology projects.

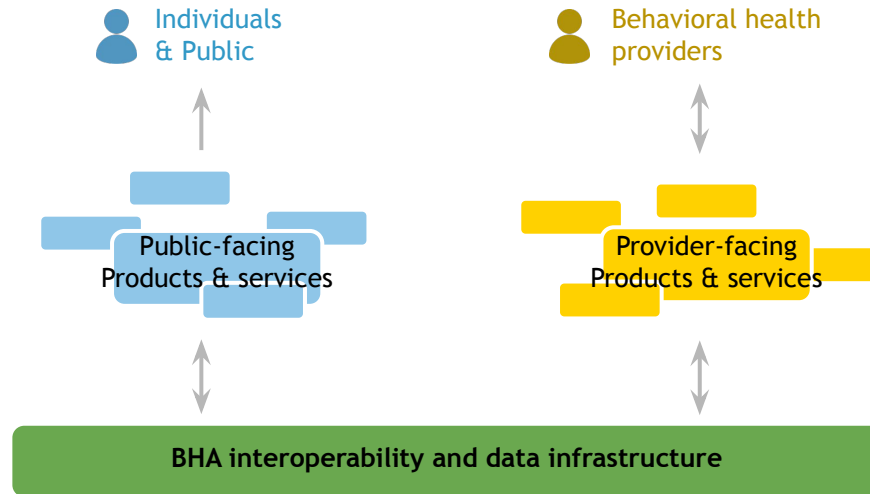
We serve distinct user types, with different expectations and needs



We meet their needs with an ecosystem of products and services



Built on a shared technical foundation



An analogy

Building products and services is much like building a house.



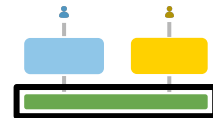
Modularity

We are building modularly, so that when change is needed, we don't have to scrap everything and start from scratch.

This will allow up to upgrade parts incrementally, and be more reactive to the needs of our communities.



We are building the foundation first



Consolidated Behavioral Health Data Collection System and *Health Information Exchange Investment* serve as the **technical foundation** on which both public and provider-facing products and services can be built.

CONSOLIDATED BEHAVIORAL HEALTH DATA COLLECTION SYSTEM

Data standardization

- More time spent on delivering care, not paperwork
- Patients not having to repeat themselves
- More interoperable systems

HEALTH INFORMATION EXCHANGE INVESTMENT

Data exchange automation

- Real time, at-scale birds-eye view of care delivery and coordination
- Increased measurement and accountability
- Force-multiply existing investments

This will enable us to...



- **deliver services** the public expects, demands, and deserves
- to **measure** who is receiving services and who is delivering them
- **reduce administrative burden** for providers and the public
- allow us to **leapfrog** other states and lead the nation in holistic behavioral health

Building the house



With our data model and infrastructure in place, we are going full steam ahead on products powered by the HIEI and Consolidated Data System to support providers and deliver value to the people of Colorado.

- A **Crisis Telehealth app** is in it's planning phase, with an initial launch expected in Summer 2025.
- The **Capacity and Bed Tracking system** is in the process of being built, using the foundation we just described. An initial launch of a referrals system is slated for Summer 2024.

Building the house

What you are seeing here is a prototype of a provider portal.



Scan this QR code or visit <https://bit.ly/3NVUa1k> to try the prototype yourself.

A mobile app prototype for the Colorado Behavioral Health Administration. The app has a dark blue header with the state logo and the text 'COLORADO Behavioral Health Administration'. Below the header is a white section titled 'Provider services'. It contains an 'Email' field with an envelope icon, a 'Password' field with a lock icon, and a blue 'Login' button. Below the login section is a 'Need help?' section with a question mark icon, followed by contact information for the provider services support team: 'Contact BHA's provider services support team', the email 'bhaproviderservices@state.co.us', and the phone number '303.877.2969'. At the bottom is a 'Have feedback?' section with a speech bubble icon. The app is shown on a black smartphone frame.

Building the house

What you are seeing here is a prototype of a provider portal.

It is also a prototype of the behavioral health system reform we are working toward.



Scan this QR code or visit <https://bit.ly/3NVUa1k> to try the prototype yourself.



Thank you!

bha.colorado.gov

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