

BENEFITS PACKAGE DOCUMENTATION

DMAP PROGRAM IMPROVEMENTS INITIATIVE - SCHOOL BASED HEALTH SERVICES (SBHS) VIDEOCONFERENCING PILOT

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EXECUTIVE SUMMARY OF THE INITIATIVE

In early 2008, DHS' School Based Health Services (SBHS) Program Analyst began looking for a different approach or medium that would allow the program to deliver timely, consistent, and reliable information and to improve communication to its stakeholders. DHS' SBHS Program began piloting the use of videoconference (also known as VCON) for informational meetings in collaboration with approximately sixteen Education School Districts (ESDs) throughout Oregon from May 2008 through December 2008. By participating in the pilot program, ESDs' potential annual benefit is \$35,000. The feedback from the stakeholders has been overwhelmingly positive and VCON meetings have continued to be held on a monthly basis.

IMPROVEMENT SUMMARY

The SBHS VCON Pilot established monthly informational meetings between ESDs and DHS through the use of videoconferencing. Regular communication allowed the program analyst to ensure ESDs were getting consistent, interactive communications. As a result, the Program Analyst improved the quality of the SBHS program.

LOGIC DESCRIPTION

Historically, two program analysts are charged with oversight of School-Based Health Services (SBHS) which includes: School Medicaid Admin Claiming (MAC), Early Intervention (EI), Early Childhood in Special Education (ECSE), and Targeted Case Management (TCM) programs. The Program Analyst's role is to ensure good communications with the ESDs and to train them. The training component requires traveling across the state and is not impacted by this pilot. The Program Analyst handled the information component of the program primarily through e-mails and phone calls, but the ESD representatives often traveled to the Salem area to receive clarification on large federal and/or state mandated policy changes. The Program Analyst began looking for other mediums of communication, and partnered with the Willamette Education Services District (WESD) located in Salem (on the use of Vicente outcomes), which involved monthly VCON meetings that allowed the majority of stakeholders to simultaneously receive timely and consistent communications.

BENEFIT/OUTCOME DESCRIPTION

Cost Savings/Workload Reduction/Increased Productivity:

- Reduced the non-value added time ESDs spent traveling to Salem on a monthly basis to receive information.
- Showed an ESD saves an estimated ¹\$2,580 per year by remaining in their location and using VCON or a potential annual benefit of \$35,000 annually for the fifteen² ESDs participating in the VCON meetings.

People

- Increased stakeholder satisfaction³ with regular communication, policy clarification, billing and MMIS troubleshooting and general networking.
- Reduced emails and phone calls to program analysts from multiple ESD's on a topic.
- Streamlined communication by providing one source, VCON, for discussion between all participating stakeholders.

Quality (e.g. client/customer/provider satisfaction; reduced errors):

- Consistent and centralized communication helped reduce variability in information given.
- Improved provider confidence in understanding policies on billing for services as well as new MMIS billing process.
- Resulted in more efficient and effective problem resolution.

Service

- Provision of timely information and tools needed to improve the quality of SBHS in schools.

ATTACHMENTS:

Data Spreadsheet

Reinvestment Plan

¹ See attached excel spread sheet calculating estimated realized savings

² There are a total of sixteen ESDs, however "Willamette" ESD is a local contractor and the Program Analyst utilizes the VCON equipment in their office.

³ See attached VCON Satisfaction Survey