
New PGS Data Collection System- Part 2

Presented by Greta Coe
Problem Gambling Services Manager
Health System Division

August 11 & 19, 2020

The logo for the Oregon Health Authority. It features the word "Oregon" in a smaller, white, serif font positioned above the word "Health", which is in a larger, white, serif font. Below "Health" is the word "Authority" in a smaller, white, serif font. A thin white horizontal line is positioned between "Health" and "Authority". The entire logo is set against a dark blue background with a lighter blue curved shape behind it.

Oregon
Health
Authority

(Enter) DEPARTMENT (ALL CAPS)
(Enter) Division or Office (Mixed Case)

Recap from Part 1 in April: Why the Change?

- The current GPMS System is a 20-year-old system and is no longer able to support changes.
- Our current contractor (Herbert and Louis) is looking to retire and close business.
- We need a new system and need our data to be integrated into the larger behavioral health system within OHA for cross analysis purposes.
- We need to reduce duplication of efforts - entering into an EHR and paper format (current method)
- Innovation within our data collection system, analysis of data and within our system in general.

Process Changes

- How may things look in the future?
 - System will be web based.
 - System will be compatible with computers, phones and tablets.
 - Client/family survey information could be collected through an electronic device.
 - Client/family satisfaction survey will be collected via text or email and sent directly to the system for analysis.
 - Helpline will collect their referral data directly into our web-based system.
 - Encounter data will be uploaded directly into the system.
 - Participant locator information will be part of Client admission form, however agency will still need to collect consent within agency client record.
 - Agencies will be able to pull their own reports.
 - Agencies will be notified/alerted to pull reports, etc.

What have we done or currently doing?

- Developed new processes of submitting data- process mapping.
 - OHA-PGS staff reviewed current forms and looked at fields that we no longer need or want to add.
 - Started the development of forms
 - Developing written processes
-
- This is an agile build/process, so we will implement the new system with some or all our forms while we transition from GPMS/Herbert and Louis.
 - Must have new system in place or most parts by July 1, 2021.

Current GPMS Forms

- Helpline call/chat referral form
 - Client/Family Member Abstracting Enrollment Form
 - Client/Family Member Enrollment Survey
 - Encounter Data form- 837 form
 - Client/Family Member Satisfaction Survey
 - Client/Family Member Follow-up Survey
 - Client/Family Follow-up Authorization Form
 - Client/Family Participant Locator Form
-
- All forms or information within forms will be online for data entry at first, except for 837 format which will be electronically uploaded.
 - In the future, these forms/screens will have different names.

Terminology changes

- Family Members will become Concerned Others
- Enrollment will become Admission
- Termination will become Discharge

- Developing the system to be consistent with other BH system within the state and cohesive.

What Does the New System Look Like?

- Will have some similarities to MOTS, but it is NOT MOTS.
- New system will be on a different platform than MOTS- same as Acute Care Repository (ACR) with similar look and feel.
- Agencies will only be able to see their own agency data/clients.
- OHA will preload your agency information and enroll agencies into the system.
- Open clients will be preloaded into the new system.
- There will be several different user roles, and each agency will have a system admin that will assign and manage the roles
- At implementation, there will not be the ability for electronic data exchange from EHR but planned as next phase. There will be a possibility for removing redundancy!

So let's take a tour of what the system will look like.....

Oregon Health Authority
Sunset on Ochoco Reservoir (Gary Halvorson, Oregon State Archives)

COMPASS
Charting a new course ...

Acute Care Login

Please enter your login information to access the Compass Applications.

Log In

User Name:

Password:

To request access to the system, contact compass.support@dhs.oha.state.or.us and provide your P-number and user role.

Log in using your P-number or OR number and corresponding password.

If your password or user name does not match the active directory, use the Citrix link (<https://1click.dhsoha.oregon.gov/vpn/index.html>) or call the Help Desk at (503) 945-5623 option 1 to reset your password.


[OHA](#) | [DHS](#) | [Oregon.gov](#)


***Example screenshots are from the Acute Care System

Client Search

Person/Client Search Form

First Name	<input type="text" value="alf"/>	ExactMatch	▼
Last Name	<input type="text"/>	Includes	▼
Identifier	<input type="text"/>	Includes	▼
Birth Date	<input type="text" value="mm/dd/yyyy"/>		
Facility	<input type="text"/>		



Person Name	SSN	Gender	Age	Birth Date	Facility Name	Residence County
 TheAlien, ALF	123-25-7891	Other	30 years old	8/1/1989	Gotham Hospital	

***Example screenshots are from the Acute Care System

Client Enrollment

Cascadia Behavioral H.C.

17070 SE McLaughlin Blvd.
Milwaukie, OR 97267

Add RealID

Name

First Name	Enter Text
Last Name	Enter Text
Middle Name	Enter Text
Suffix	Enter Text
Mother's Maiden Name	Enter Text

Demographics

Date of Birth	07/01/1984
Gender	Dropdown
Preferred Pronouns	Dropdown
Veteran Status	Dropdown
Highest Grade Completed	00

Address

Address Line 1	Street Address
Address Line 2	PO Box, Suite or Apt#
City	Enter Text
State	Dropdown
Zip Code	Nnnnn-nnnn
Cell Phone	xxx-xxx-xxxx
Email Address	Enter Text

Marital Status	Dropdown
Employment	Dropdown
Income Source	Dropdown
Monthly Income	Dollars
Health Insurance	Dropdown
Medicaid Number	Enter Text
County of Residence	Dropdown

Dependents

Ages 0-5	Ages 6-17	Ages 18-64	Age 65 & Over
00	00	00	00

Cancel

Save

Client Termination

Cascadia Behavioral H.C.

17070 SE McLaughlin Blvd.
Milwaukie, OR 97267

John Smith
123 Anywhere St. NW
Salem, OR 97302

Gender: Male
DOB: 12/01/1972
Case ID: 123
Enrolled: 06/25/2020
Last Service: 07/05/2020

Termination Date	<input type="text" value="07/8/2020"/>	
Termination Type	<input type="text" value="Dropdown"/>	▼
Referred To	<input type="text" value="Dropdown"/>	▼

Related Problem Areas

Bankruptcy	<input type="text" value="Standard Survey Answers"/>	▼
Legal	<input type="text" value="Standard Survey Answers"/>	▼
Abuse	<input type="text" value="Standard Survey Answers"/>	▼
Reported	<input type="text" value="Standard Survey Answers"/>	▼
Suicide Threat	<input type="text" value="Suicide Threat Values"/>	▼

Related To:

C.O. Smith 123 Anywhere St. NW Salem, OR 97302	Relationship: Spouse Gender: Female DOB: 3/01/1974 Enrolled: 06/25/2020
<input type="checkbox"/> Terminate?	

Brother Smith 123 Anywhere St. NW Salem, OR 97302	Relationship: Sibling Gender: Male DOB: 12/01/1972 Enrolled: 06/25/2020
<input type="checkbox"/> Terminate?	

Cancel

Save

Let's talk a little more about.....

- Client Survey
- Client Satisfaction Survey
- Length of Stay Variance form
- Participant Locator for follow- up
- Consent for follow- up
- Helpline referrals

Encounter data fields

- Client Name
- Client ID
- Date received
- Agency ID
- Date of service
- Procedure code
- Number of units
- Billed Amount/Charges
- Clinician and credentials
- Name of person who has requested correction to an encounter
- Place of service
- Diagnostic Code
- Modifier for procedure code

Encounter- Modifiers

- HE – Co-Occurring Gambling and Mental Health
- HF – Co-Occurring Gambling and Substance Use Disorder
- HH- Co-Occurring Gambling, SUD, MH
- GT – Telehealth
- TF – Intensive outpatient
- HL- GCAC Candidate
- HM – CGACI
- HN – CGACII
- HO – QMHP/CGAC
- HT – Allied Provider

Next Steps

- Continue with Development of Screens/Forms
- Integration of length of stay variance form/request
- Another Webinar next quarter
- Development of reports- agency and state reports
- Naming of the system??????
- Development of user manual
- Training will begin in the spring and may start with some early adopters or piloting.

Let's Chat

1. What excites you the most about the new system or something I said within today's presentation?
2. What concerns you the most?
3. With the change of this system, processes may have to change within your agency. Do you think this will be difficult or easy?
4. How are you feeling about the client survey being online and clients completing it themselves online? Will this process work well within your agency?
5. Are there any thoughts, suggestions or questions about the modifiers?

What are your Questions?

