

### MHSA Innovation Project Update Behavioral Health System Transformation: Digital Resource Navigator

June 15, 2020

### Agenda

Project Background

• Introduction of BHST Navigator

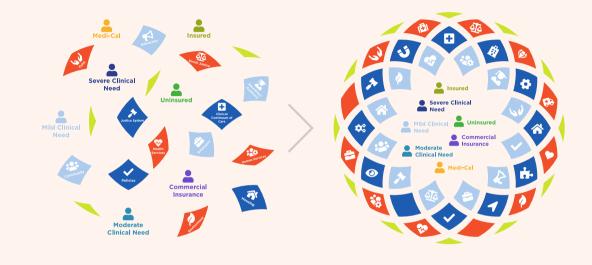
• Description of Participatory process

Next Steps



- Approved May 23, 2019
- \$18M over 3 years
- Launched Oct. 15, 2019

### **Behavioral Health System Transformation (BHST)**



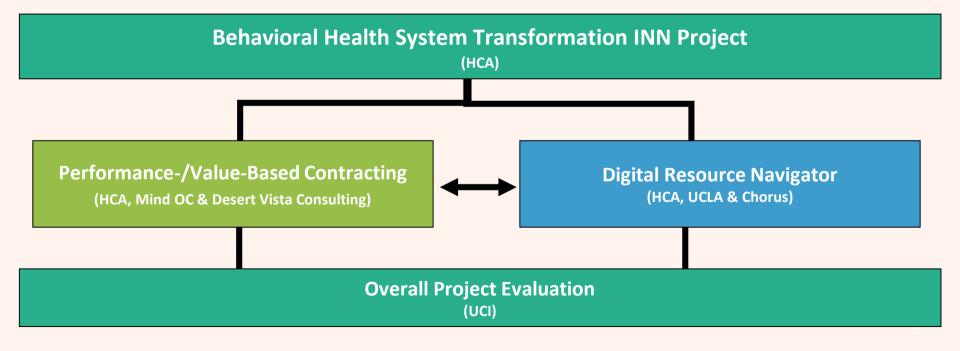
### Background

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- Public and private behavioral health systems lack coordination
- Insurance networks do not support personcentered access and service delivery
- Navigating the public and private systems is complicated
- Available care is focused on quantity-based measures, rather than recovery-oriented outcomes

### **Project Description**

Goal: Create a system that can serve ALL OC residents, regardless of insurance status, type or level of clinical need



# **BHST** Navigator

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### CORUS Innovation LAB









Community Engagement

We are collectively working to design a resource navigator for citizens of Orange County to find and utilize services they need across public and private settings.

### Approaching these needs from the perspective of an individual's journey









Do I needWho toHow to find,What's rightMy otherhelp?trust?connect?for me?needs?

Do I need help? Who to trust? How to find, connect?

What's right for me?

My other needs?

# The Navigator facilitates the entire journey for individuals.





How we can address these needs and support BHST through the *Navigator*? Guiding Principles of Navigator

Welcoming Normalizing & Reduces Stigma **Reflects Communities' Wisdom** Builds on Existing Strengths Whole-person/Whole Community

## The Building Blocks of the Navigator



### Key Features for Clients, Family Members

- Mobile and desktop friendly, support common devices
- Search and filter resources based on priorities
- Map locations of resources
- Visualize needs and strengths from assessment
- Automatically match resources to needs and priorities
- View curated lists from trusted sources (i.e. faith-based leaders, local social workers, etc.)

### Key Features for Staff

- All Client features plus:
- Add/Update listing entries
- Create curated/favorite lists for private use or sharing
- Assist in cross-referrals ("no wrong door")
- Integration/collaboration with existing systems where possible

#### Key Features



Do I need Who t	J · · · · · · · · · · · · · · · · · · ·	What's right	My other
help? trust		for me?	needs?

# Key Innovations

- Uniquely focuses on the **whole journey** of a person (social determinants, normalization, stigma reduction)
- Reflecting **communities' wisdom** within technology
- **Integrated** with local systems and partners
- **Participatory development** together

### OC Innovation.

### A need across California



# How do we get there?

Participatory Technology Development

# **Participatory** Technology Development

A process that focuses on equity, inclusion, and meaningful engagement of stakeholders throughout the technology development process

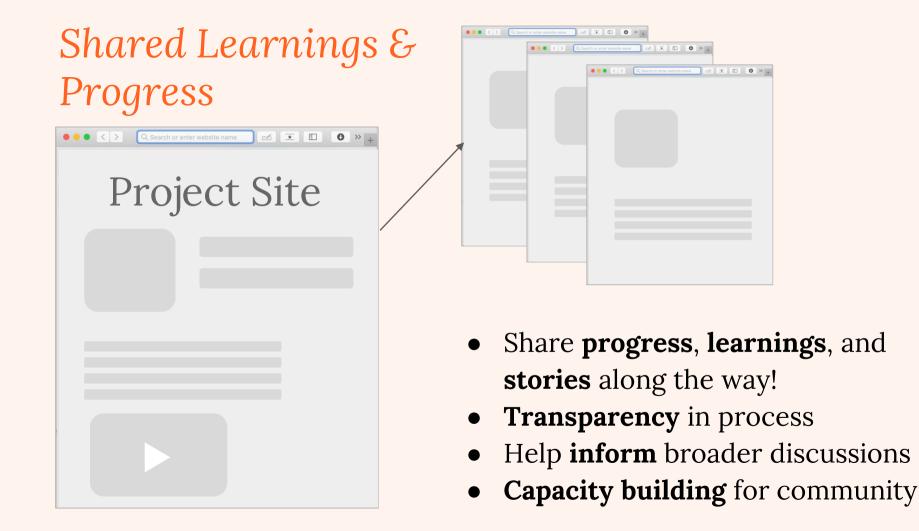
#### **Core principles**

- Transparency
- Respect
- Partnership
- Two-way Knowledge Exchange
- Capacity building

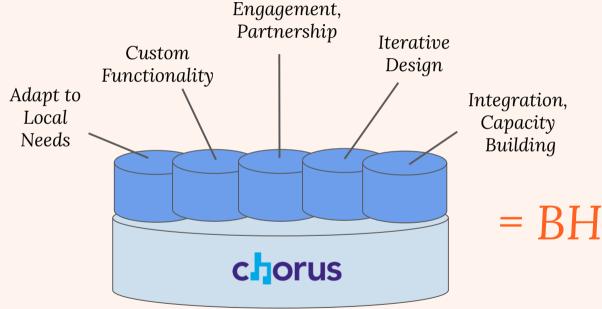


## Participatory Workgroup Topics





# **Participatory** Technology Development



= BHST Navigator

#### **Chorus Platform provides a base**

(core functions, hosting, security, compliance)

# We're all invited to participate!







- **1.** Advisory Group and Participatory Workgroups
- 2. Security, Compliance, Infrastructure
- 3. Resource Curation
- 4. Design, Development
- 5. Usability Testing
- 6. System/Partner Integration



1. Advisory Group and Participatory Workgroup

**Advisory Group:** Provide sustained support and advice on project

**Participatory Workgroups:** Focused meetings (10-15 individuals per meeting who represent communities/groups)

**Community Symposiums:** Large gatherings of all stakeholders to brief back on progress, share learnings, engage in broader conversations

- Planning phase
- Identify stakeholders
- Form advisory group
- Begin workgroups



2. Security, Compliance, Infrastructure

Meet **guidelines and security standards** for county and state

**HIPAA-compliance** 

Integration with other IT systems

**Ongoing** security assessments, monitoring and backup/recovery

- Begun IT assessment with HCA
- Continue infrastructure buildout

**3. Resource Curation** 

#### Develop system that supports **"Community Curation**"

Build on and partner with **existing resources** as much as possible

**Coordinate** additional resource gathering and curation methods

- Begun mapping out service categories and types
- Conduct workgroups to begin curation

4. Design, Development

Implement **design methods** (stakeholder interviews, workshops, journey mapping, measurement & instrumentation, etc.)

Continuous analysis of feedback and input

Iterative cycles of design and development to ensure voices of stakeholders accurately reflected in the Navigator

- Planning design workshops/methods
- Building project site
- Begin participatory design workgroups

5. Usability Testing

**Usability testing** to ensure interface and experience are intuitive, easy to use, accessible and relevant

**Key Metrics**: Ease of use, accessibility, functionality, relevance, trust, normalization, stigma reduction

- Planning key metrics
- Refine strategy within workgroups
- Conduct once we begin building pieces



6. Partner Collaboration and Integration

**Integrating** across existing systems

Partner on existing efforts

- Planning phase
- Reach out and engage stakeholders to discuss

### Let's do this together!

#### Participatory Engagement

Participate in our advisory board, stakeholder interviews, workgroups, and other efforts

#### Stakeholder Network

Make stronger bonds, and help build the community

# Be a community champion

Bring this resource to your community and spread the world

#### **Next Steps**

- 1. Form advisory group
- 2. Identify timeline for workgroups
- 3. Identify interested stakeholders
- 4. Distribute announcements for engagement and facilitate
- 5. Provide ongoing project updates and shared learnings (project site)

#### Connect with us, Email: visith@joinchorus.com