MHSA Innovation Project Update

Behavioral Health System Transformation: OC Navigator

January 11, 2021

Agenda

- Project Overview
- Process
- Progress
- Next Steps

Project Overview

Behavioral Health System Transformation Project

Part 1
Performance-/Value-Based Contracting

Part 2
Digital Resource Navigator

Overall Project Evaluation

Part 1
Performance/Value-Based Contracting

- Community Planning
- System Design & Alignment
- New Contract Templates

Part 2
Digital Resource Navigator & Overall Project Evaluation

- Community Planning
- Development & Testing
- Review & Refinement
- Evaluation & Lessons Learned

Project Team

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Project Timeline

Dec-Jan 2018-19

BHST is discussed as potential INN project and proposed

May 2019

BHST is approved

Mar 2020

OC Navigator project launch

Jun 2020

- Engagement and design activities
- HCA IT security review began
- Platform engineering

Oct 2020

- Draft versions
- User testing
- Updated needs assessment surveys

Dec 2020

- Continued engagement
- Updated designs and testing
- HCA IT security approval
- Pilot planning

Mar 2021

Initial pilot OC Navigator

Sep 2022

7 Iterative Improvement Cycles

What is the OC Navigator?

The OC Navigator is a **participatory project** to co-create with community stakeholders a **navigation tool where individuals can find and utilize mental health** and related social services they need across public and private settings.

The tool will be accessed through **an easy-to-use website that can serve all OC residents**.

For people who are unsure of their needs, there are optional surveys including for the social determinants of health that can help to recognize needs and guide individuals to relevant resources.

Do I need help?

Who to trust?

How to find, connect?

What's right for me?

My other needs?

The OC *Navigator* facilitates the entire journey for individuals.

Do I need help?

Who to trust?

How to find, connect?

What's right for me?

My other needs?

Key Innovations

- Uniquely focuses on the **whole journey** of a person
- Reflecting **communities' wisdom and collective effort**
- **Integrated** with local systems and partners
- **Participatory development** together

OC Innovation

A need across California

Process

How do we get there?

Participatory Technology Development

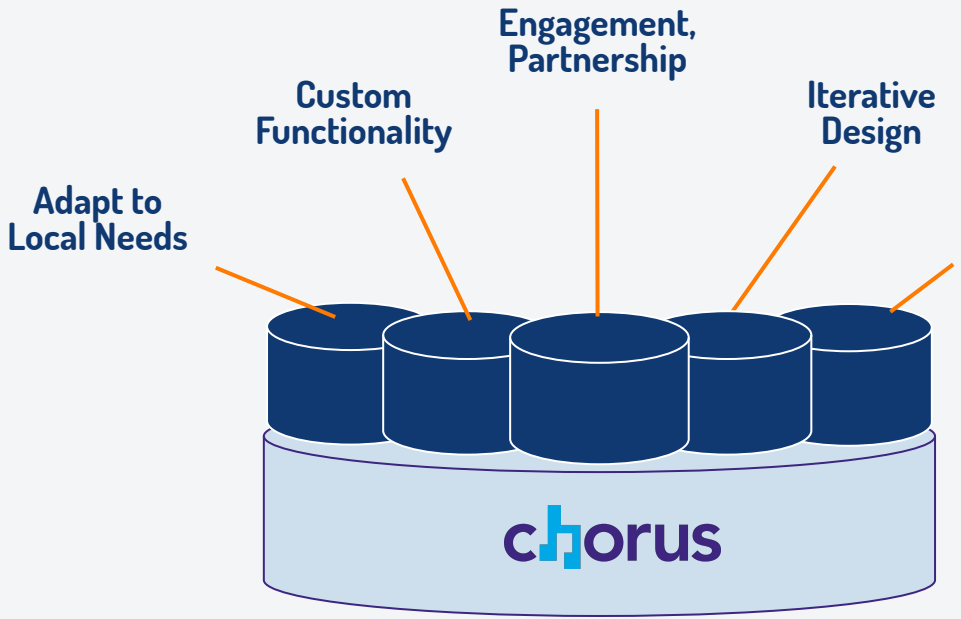
Participatory Technology Development

An equitable process that meaningfully engages all stakeholders during all phases.

Core principles

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

Participatory Technology Development



= OC Navigator

Chorus Platform provides a base
(core functions, hosting, security, compliance)

Engagement Activities

- **Advisory Group:** provide sustained support and advice on project
- **Participatory Workgroups:** focused 60-90 minute meetings (several individuals per meeting who represent communities/groups)
- **Individual Conversations:** alternative for community members who are unable to attend workgroups (30-60 minutes)

Project Progress

Security, Compliance and Infrastructure

- **Received approval of Chorus platform from OC HCA IT Security, December 2020**
  - Compliance/security approval for PHI, PII, EHR integration
  - HIPAA compliance
- **Ongoing security assessments, monitoring and backup/recovery activities**

Participatory Engagement Progress

Connected with **129 individuals** and
30 organizations in **18 workgroups**,
26 interviews, and other program activities

Example Topics Discussed

- How do you get help?
- Social Determinants of Health
- Data Privacy and Security
- Intake Process
- Resource Lists
- Eligibility Applications
- Referral & Coordination
- User Experience & User Interface

Participatory Engagement Progress

Highlight of key themes and learnings

Topic: Finding and Connecting with Resources

"We have about three million residents in OC and yet programs are not easily accessible. There's no one-stop shop to access everything [behavioral health]."

"If there is an app for us to find, follow-up and check in, that would go a long way."

"Often times it's a family member or friend who is searching on behalf..."

Themes

- Need
- Awareness
- Access (navigation)
- Community resources
- Supporting "helpers"

OC Navigator Solutions

- Meet individuals where they are
- Search, mapping functions, and service categories
- Inclusion of public & private behavioral health and social services
- Support "helpers" to use site for others

Topic: Ease of Use

"Potential barriers are technology or health literacy levels."

"The application process [for a service] is a nightmare, for someone who has visual or hearing impairment, it's not easy."

"...even those who come, they sometimes take two or three buses to get there."

Themes

- Need
- Access barrier (e.g. health literacy, low English proficiency, other impairment)
- Technology (literacy and access)
- Structure/Environment(e.g. transportation, geography)

OC Navigator Solutions

- Intuitive design and iconography
- ADA compliance
- Communication modes (e.g. print, fax, email)
- Map and directions

Topic: Privacy and Trust

"If I have some knowledge beforehand what questions I need to answer, this would take away feelings of anxiety and untrustworthiness."

"One barriers is repeating the story--retell challenges, trauma, conditions--that creates the sense of hopelessness and helplessness."

"We agreed that we want these qualities: trust, dependability, availability, accessibility."

Themes

- Privacy
- Trust
- Demographics
- Cultural competence
- Timeliness

OC Navigator Solutions

- Ability to control information shared, skip sections, and consent based on context
- Host/share eligibility form and criteria
- Favorite function to curated a list of "Trusted" services
- Function to support information update

Topic: Understanding Needs

"If I'm an individual, what is something that will start the conversation of what it is I need?"

"What I may perceive as a major social determinant of health is not the same as someone else."

"Veterans tend to go where other veterans go."

Themes

- Stigma and normalization
- Social determinants of health
- Perceived need versus evaluated need
- Demographics

OC Navigator Solutions

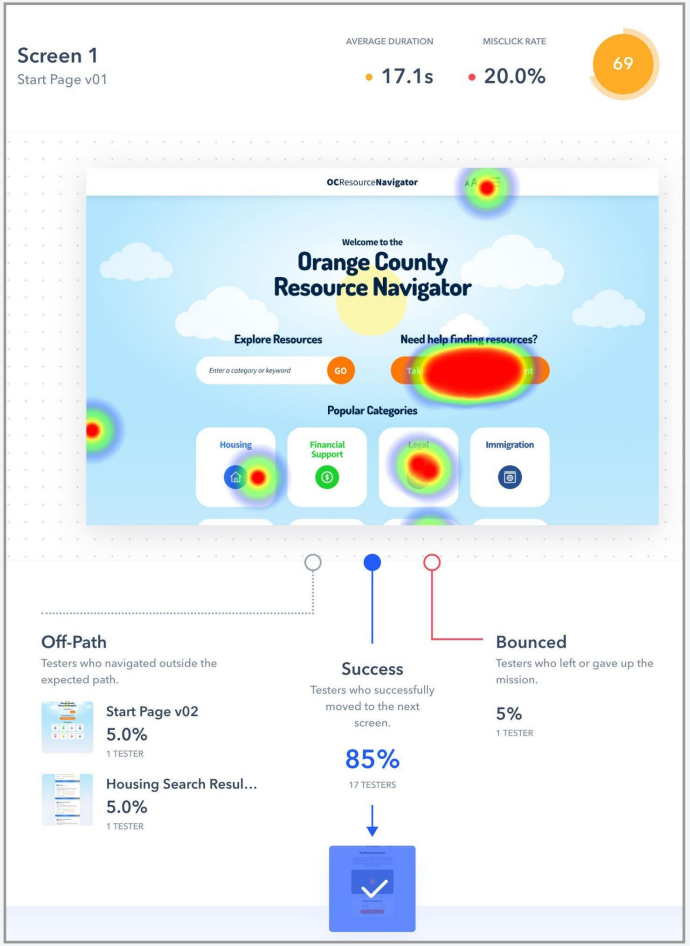
- Information and videos to address stigma
- Needs assessments and share results
- Involving underrepresented and unrepresented individuals and communities in participatory technology development

Usability Testing

Example of Usability Results

User Navigation Patterns

This heat map illustrates where users clicked. It helps inform whether the interface is intuitive or not.

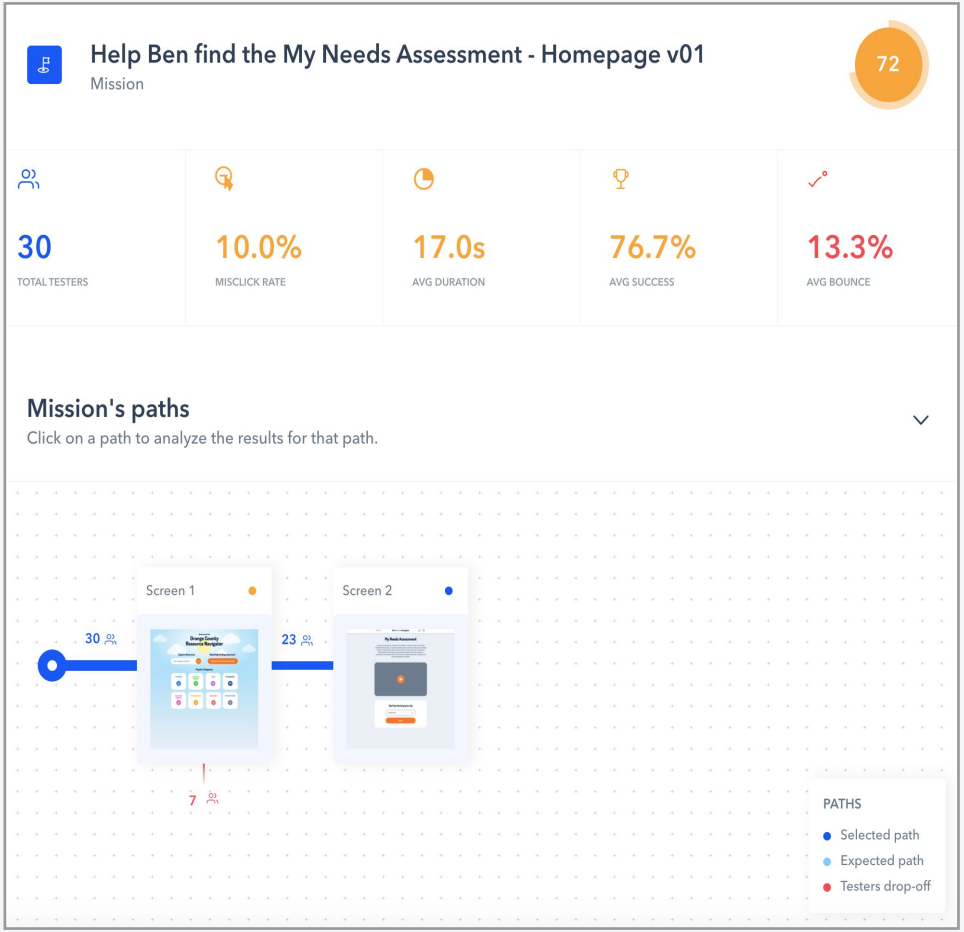


Usability Testing

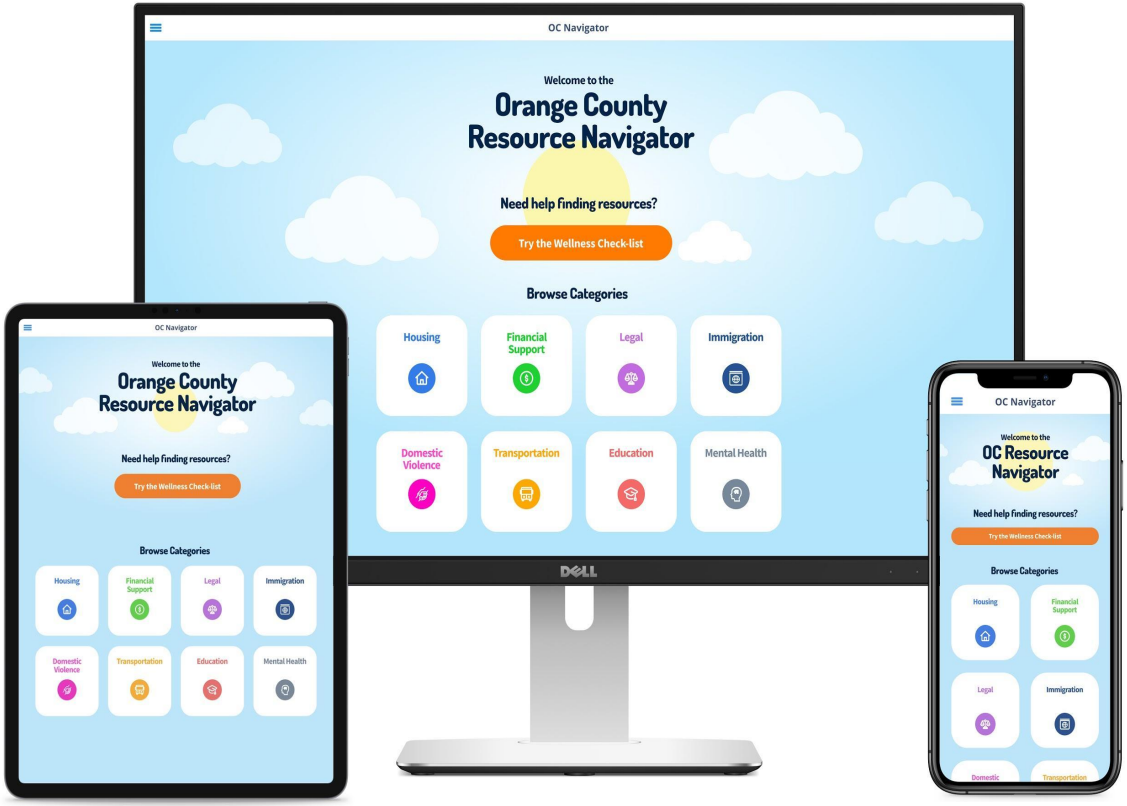
Example of Usability Results

Success rate in tasks and metrics

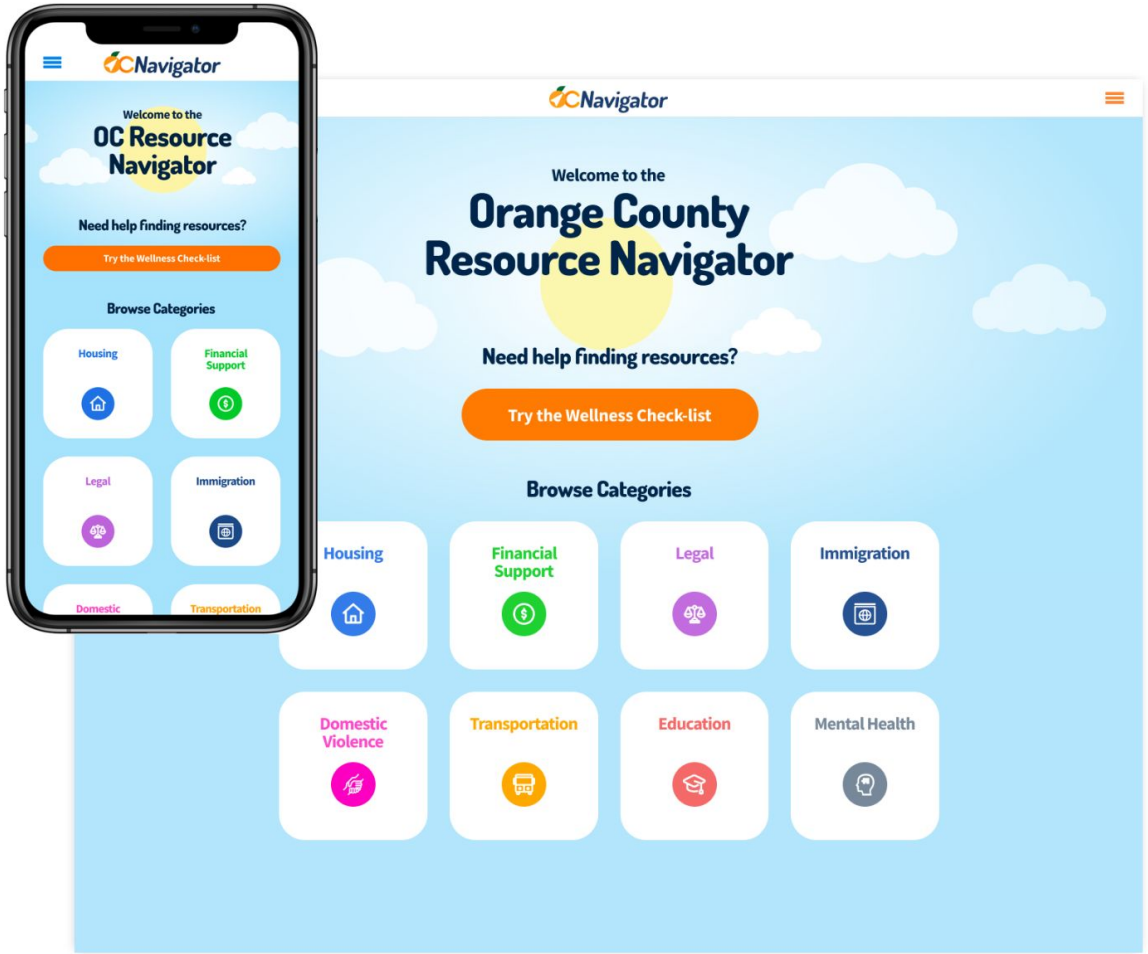
Most users were able to successfully and quickly navigate from the home page to the needs assessment.



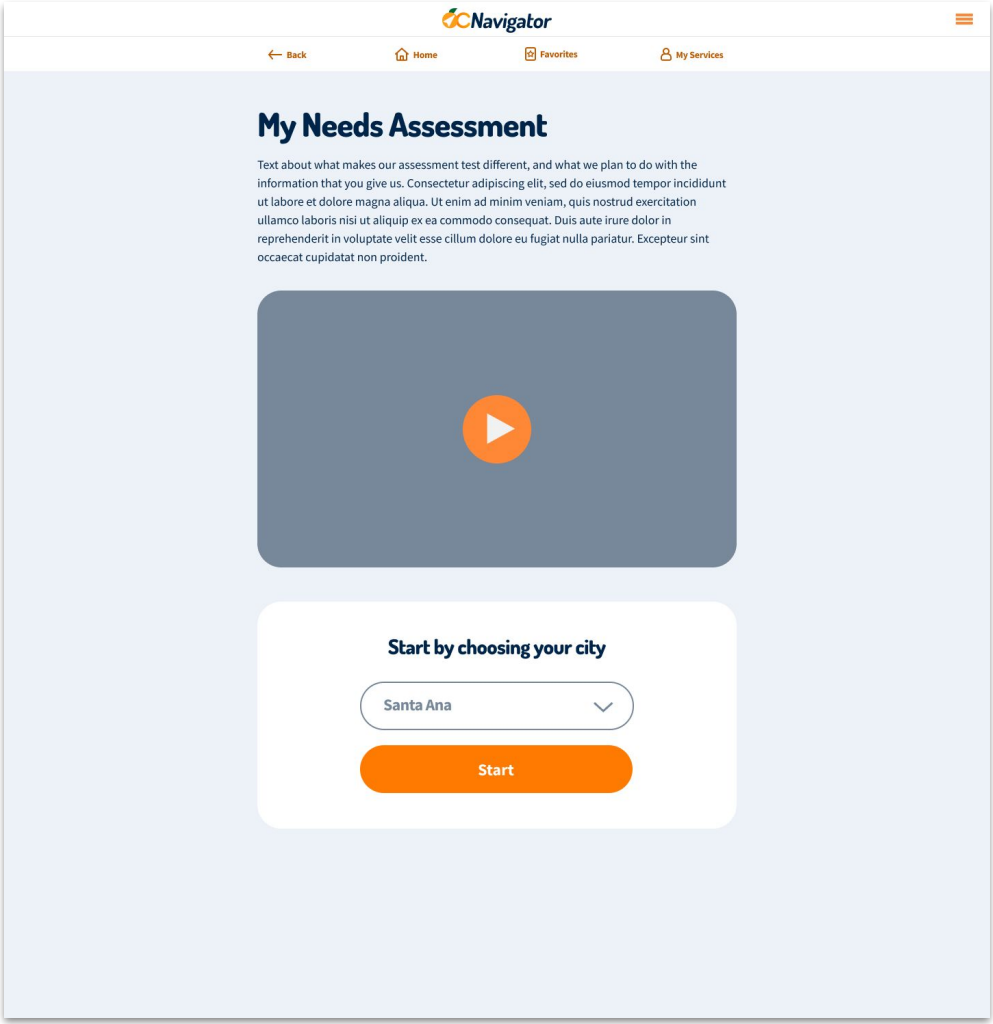
OC Navigator



OCN Homepage

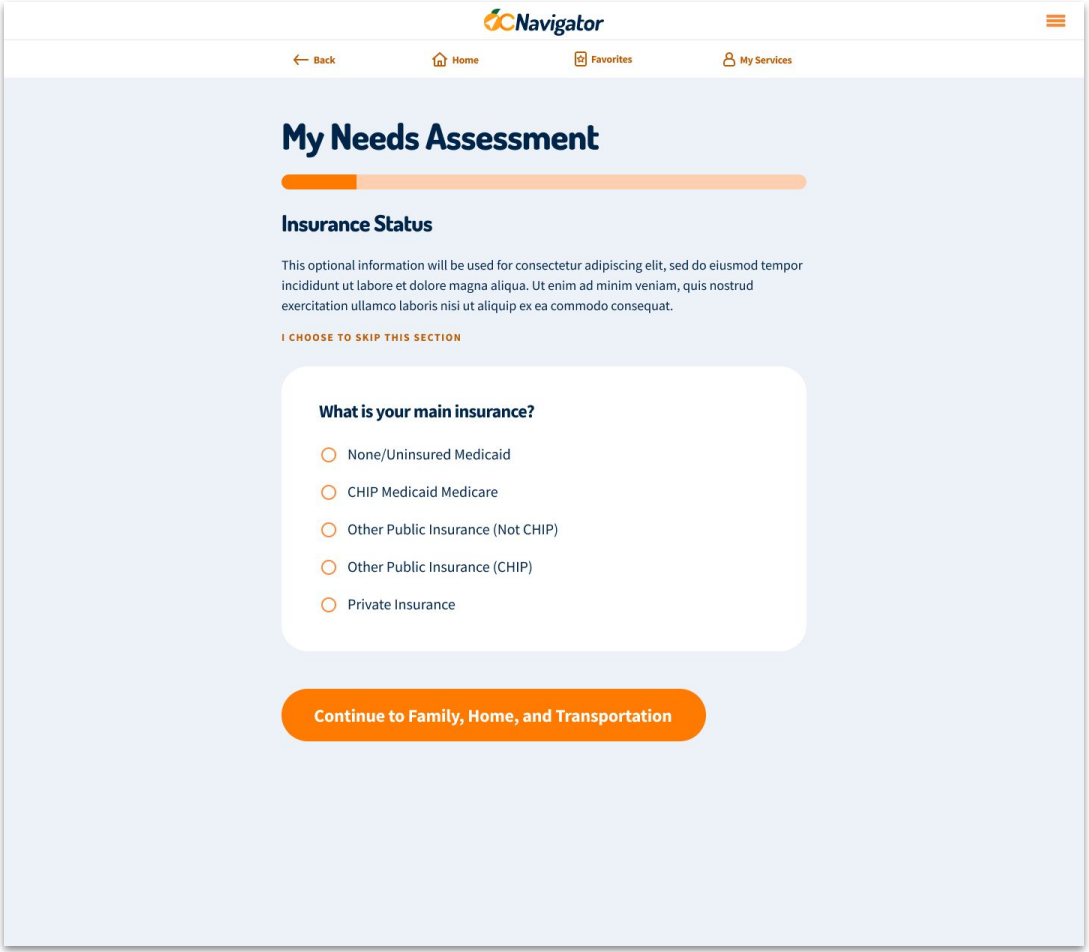


My Wellness Check-in Main Page (Health Screener)

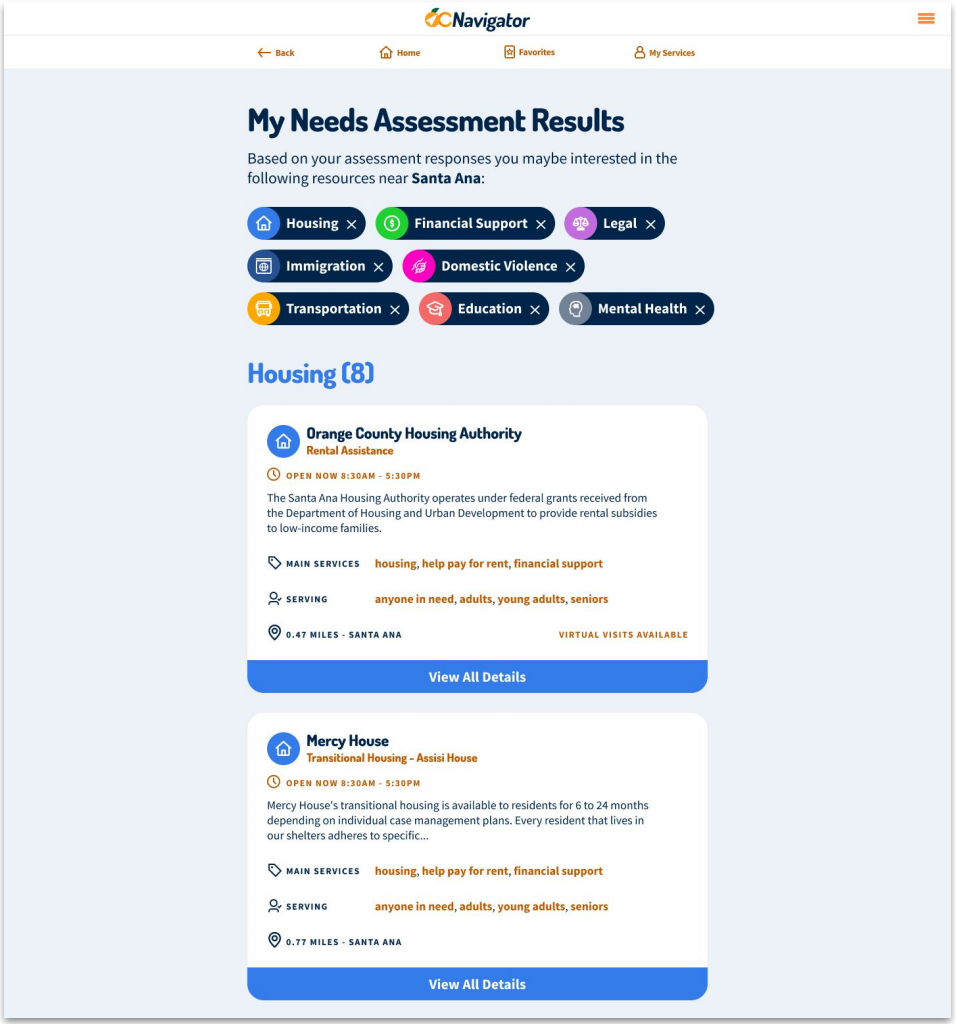


My Wellness Check-in

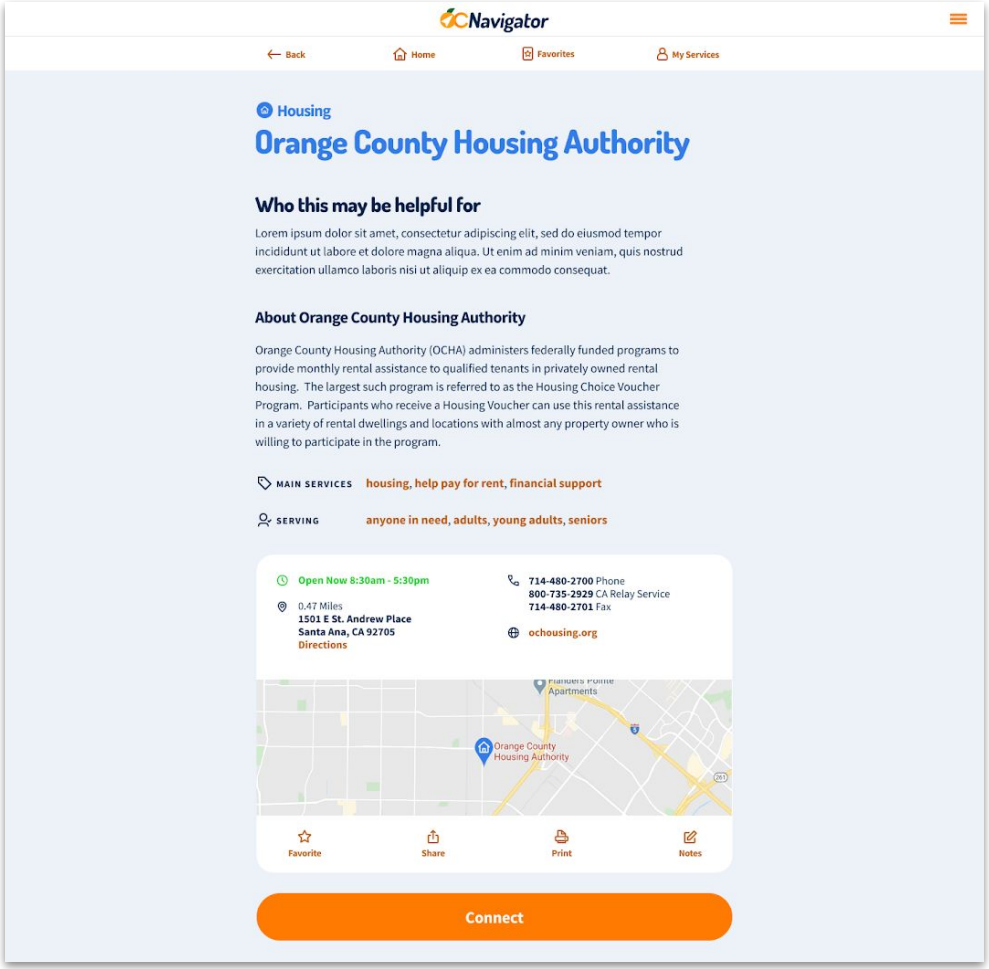
Social Determinants of Health Screener



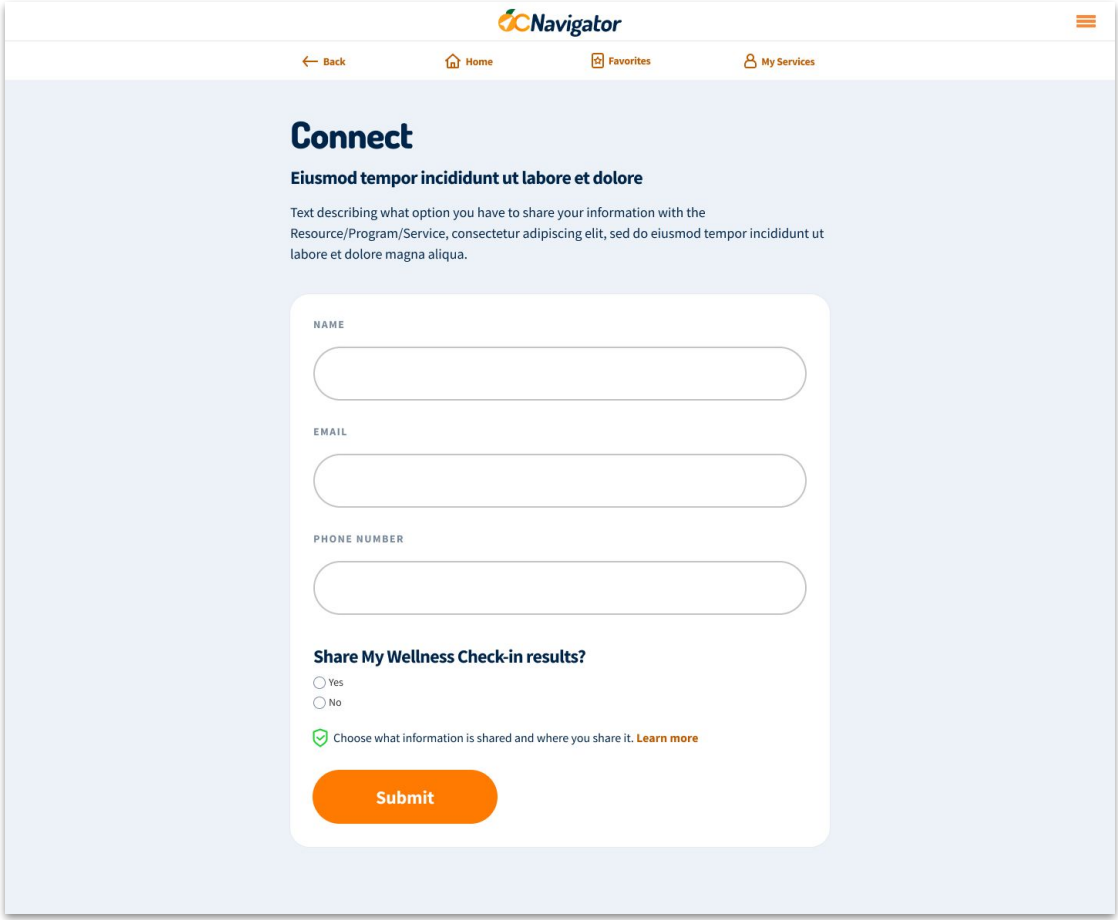
My Wellness Check-in Results Page



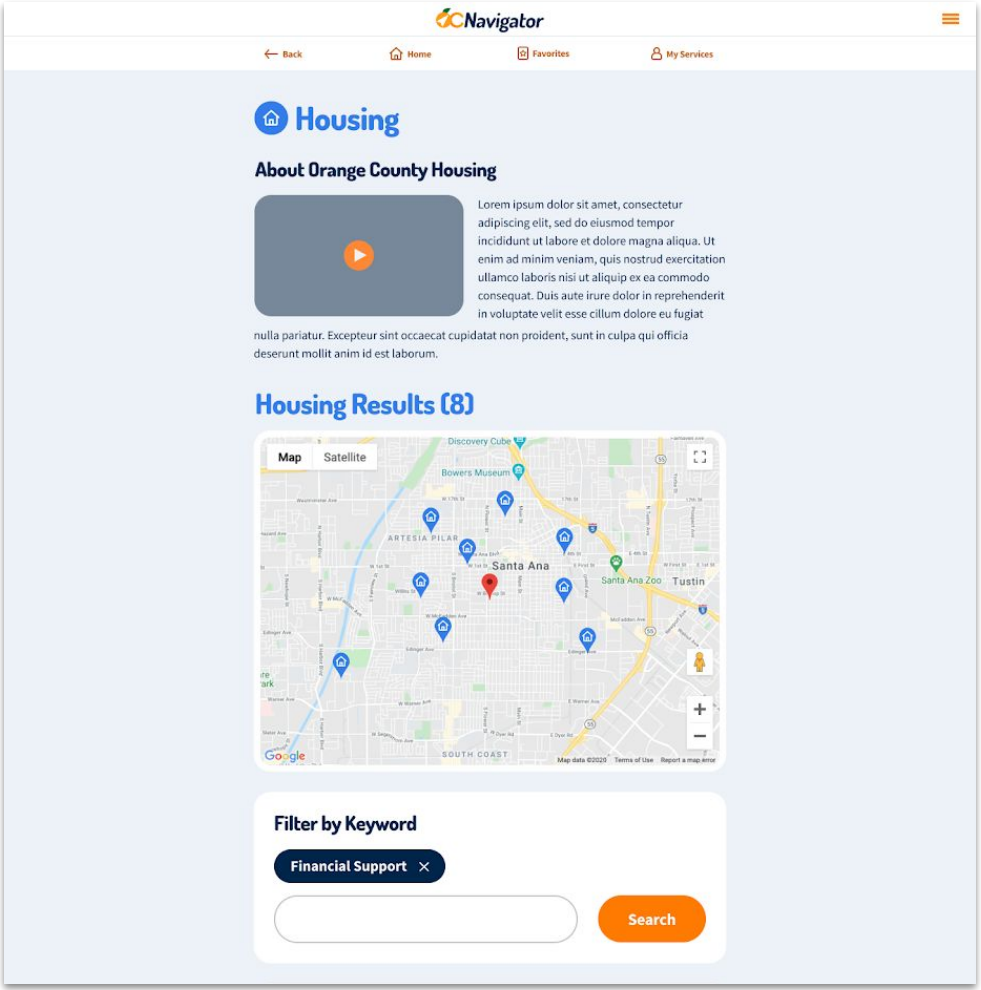
Resource Detail Page



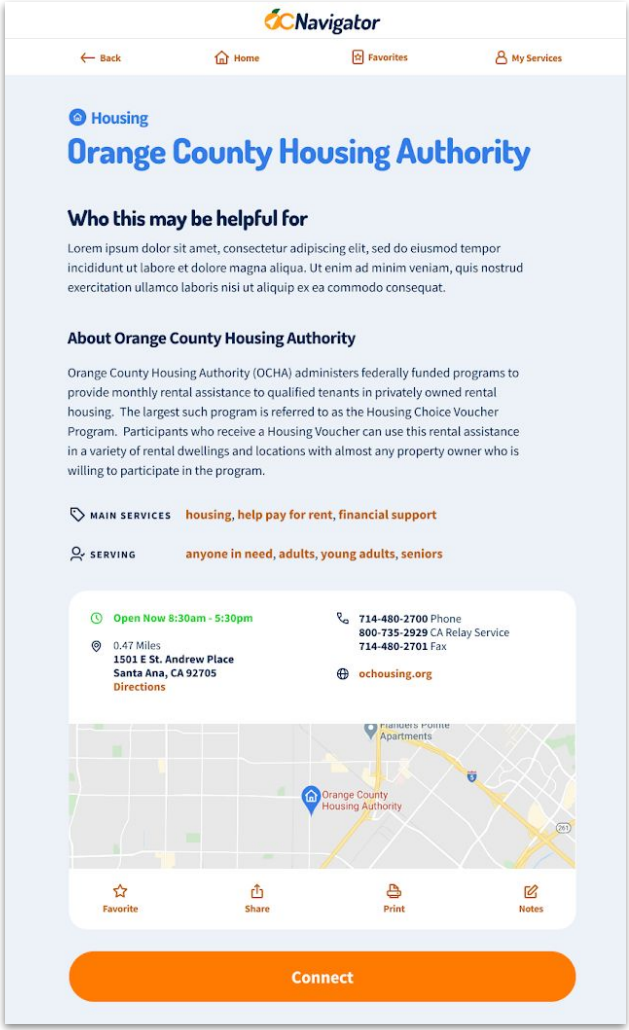
Connect Page



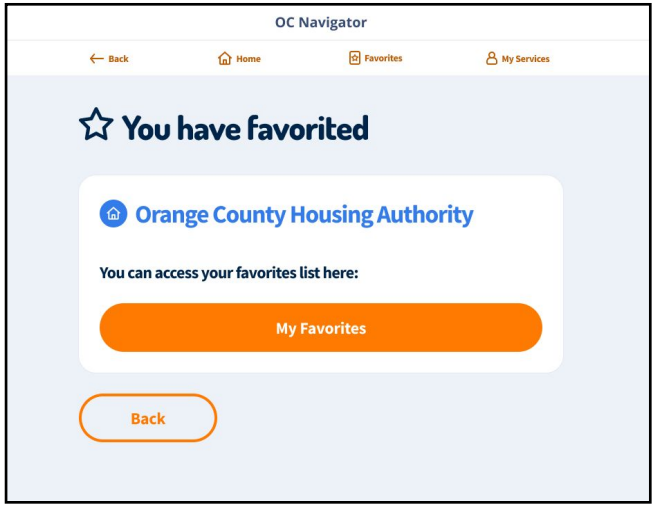
Resource Category Page (Housing)

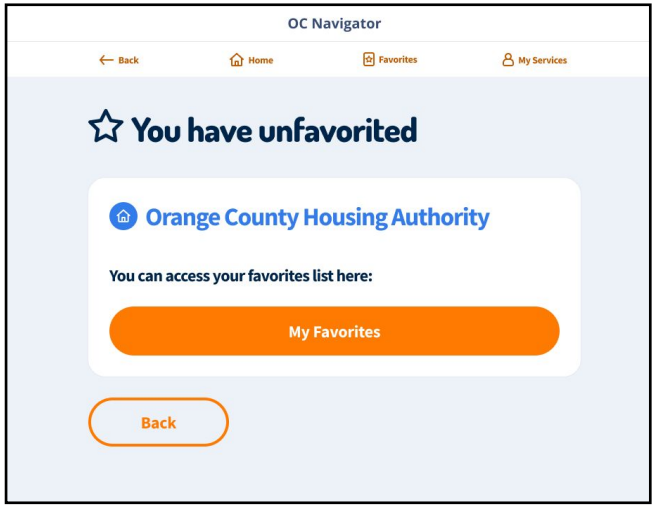


Resource Detail Page

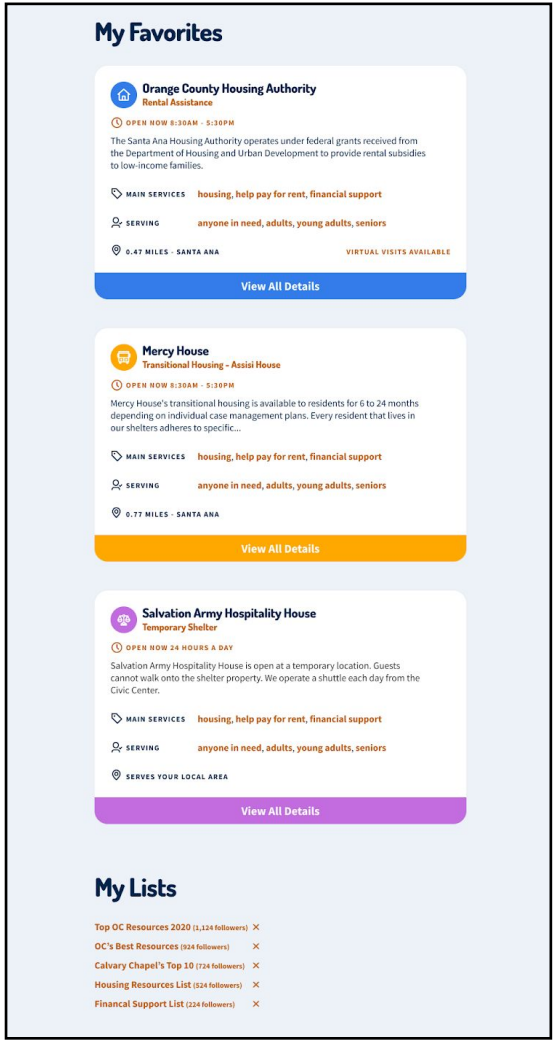


Favoriting and Unfavoriting a Resource

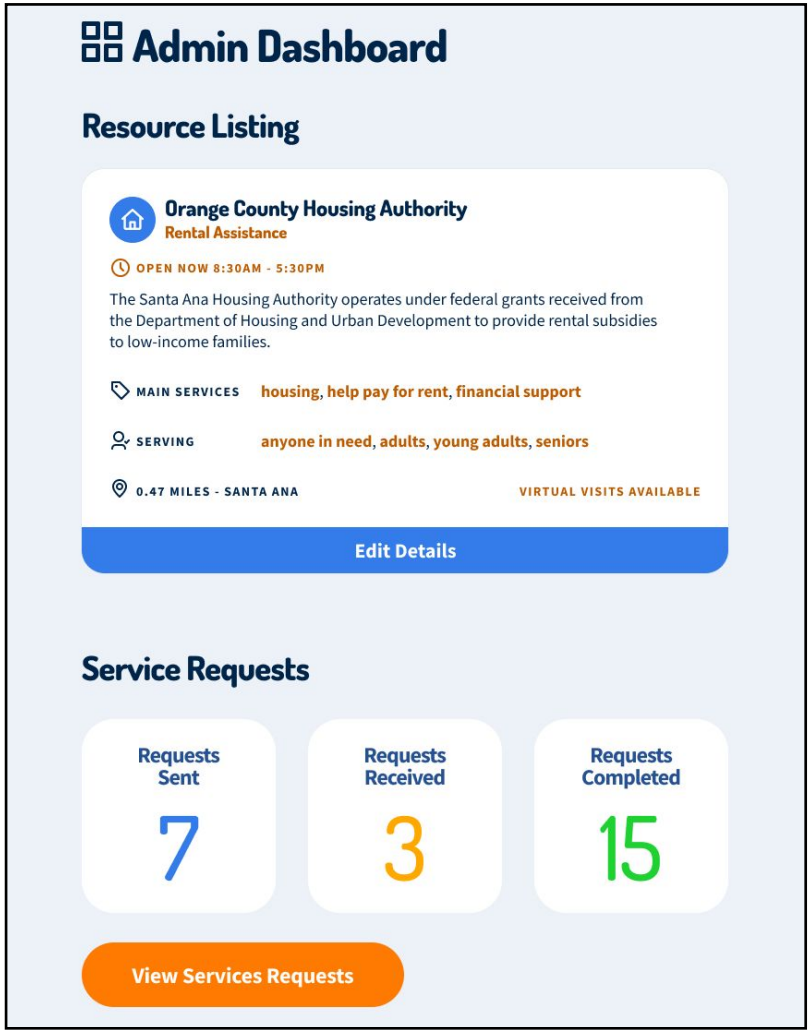




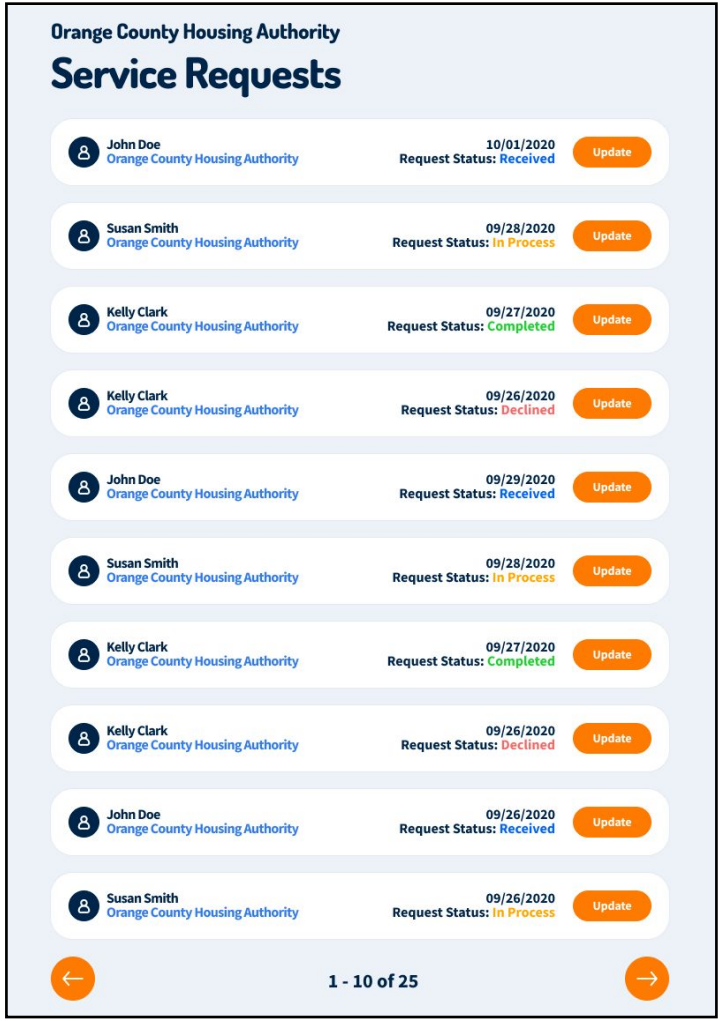
My Favorites list



Admin Dashboard



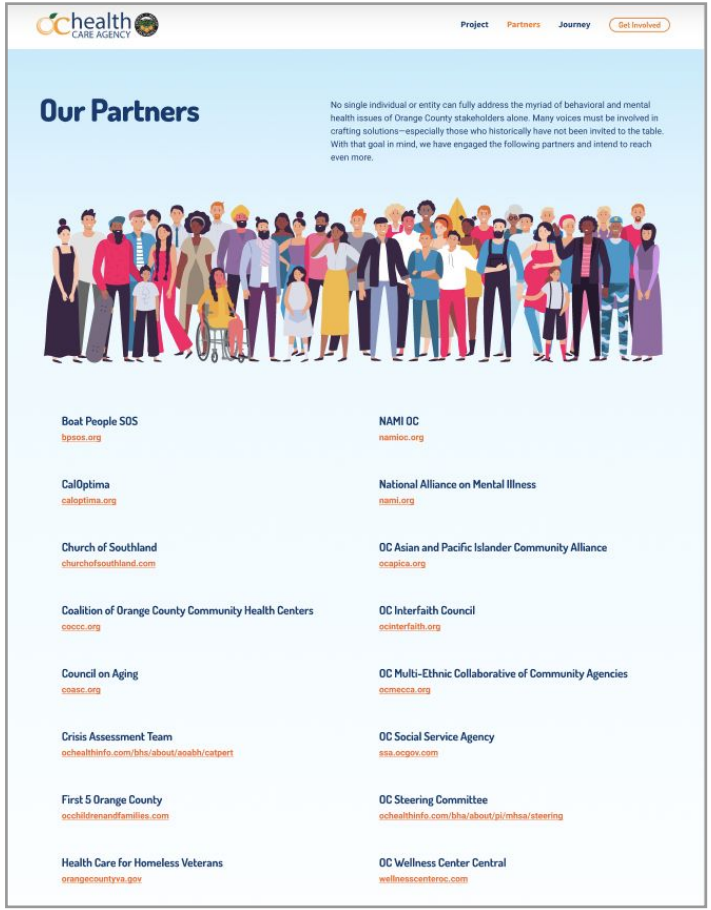
Service Requests



Project Website Draft

Project Home Page

Process Page



Partner Page

Articles Page

Next Steps

- ➔ Launch project website
- ➔ Plan for pilot phase
- ➔ Continue to develop collaborations with other groups focused on identification and vetting of resources, especially for specific populations
- ➔ Once piloted, explore additional improvements in features and usability
- ➔ Enhance and expand social determinants of health assessment and other screeners
- ➔ Continue participatory development process and engagement for ongoing improvement

Let's do this together!

Help Expand Reach

Help identify others individuals/groups and resources

Help Participate

Participate in our workgroups, individual conversations, advisory group, and other efforts

Be a Community Champion

Bring this resource to your community and spread the word

Contact:

visith@joinchorus.com

Thank you!