

NASCIO 2019 State IT Recognition Awards

VIEWPOINT

State Psychiatric Hospital Admissions & Discharge



Title:	Viewpoint State Psychiatric Hospital Admissions & Discharge Portal
Category:	Business Process Innovation
State:	Indiana
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Project Initiation Date:	September 2015
Project End Date:	Production Release of October 2017

Executive Summary

Viewpoint, the state of Indiana's State Psychiatric Hospital Admissions & Discharge Portal, was developed for the Family & Social Services Administration (FSSA) through a partnership with the Indiana Office of Technology. The objective of building the solution was to improve the processes around patient intake, transfer and discharge to increase transparency, expedite the process when possible and reduce the costs associated with managing patients via paper charts. This highly successful engagement has resulted in the consolidation of more than 400 paper forms, integration with organizations across the state and centralized reporting that provides a bird's eye view of the entire process from beginning to end. Tasks that took hundreds of administrative hours through the previous manual process have been reduced to a much more manageable workload for staff.

The screenshot displays the Viewpoint dashboard interface. At the top, the header includes the IN.gov logo, the Viewpoint title, and the portal name: "State Psychiatric Hospital Admissions & Discharge Portal". A "Sign Out" button is located in the top right corner. Below the header, a navigation bar shows "Central Office" and "Dashboard -". The main dashboard area features five summary cards with the following data:

- Submitted Referrals: 0
- Referrals Needing Approval: 25
- Need Hospital Assigned: 1
- Need Bed Offered Date: 80
- Escalated CCR's: 1

Below the summary cards is a table with the following columns: Patient Name, Patient Status, and Actions. The table contains several rows of data, all with "Admissions" as the Patient Status. The Actions column contains icons for search, refresh, and delete. At the bottom of the table, there is a pagination bar with buttons for "First", "Previous", "1", "2", "3", "4", "5", "6", "7", "8", "9", "Next", and "Last". The "1" button is highlighted, indicating the current page.

Using Indiana's centralized IT and a public-private partnership, the Family & Social Services Administration was able to revolutionize the patient journey for Hoosiers across the state of Indiana.

Concept

The primary objectives of the Viewpoint initiative were to:

1. Improve operational efficiencies
2. Increase transparency to make more informed decisions
3. Improve the patient's journey as they navigated through their treatment
4. Reduce costs by consolidation of processes and use of electronic government

The project teams quickly began working with subject matter experts within the state operated facilities to fully understand the current processes. In parallel to this effort, two doctors within the Family & Social Services Administration began reviewing the processes in an effort to consolidate the more than 400 forms into a process all facilities could follow. As the project team made progress, they met on a regular basis with stakeholders at each of the facilities to update them on current status and receive buy-in on the direction the product was going.

The result of these efforts brought about an innovative solution for each of the hospitals to leverage to easily review admissions forms, provide course of care updates, and finalize discharge paperwork. In addition to meeting all of the primary objectives, the product reduced costs for printing, mailing, and reporting.



Significance

The Viewpoint application has done more for the state of Indiana than replace a paper process with a digital one. Through the use of collaborative requirements gathering sessions, new technology and process improvement, Viewpoint has given the state a tool that it can use to improve the lives of its citizens. Prior to implementation of Viewpoint, the state had to request data from each of the facilities to run reports on items such as enrollment, bed occupancy, etc. With the implementation of Viewpoint, the state is able to run the following reports at any time:

- Average (Length of Wait “LOW”) Admissions Wait List
- Bed Occupancy List
- Average (Length of Wait “LOW”) Discharged Patient Wait List
- Forensic Enrollment Report
- Gatekeeper Compliance Report
- Master Allocation Report
- Patient Acuties
- Hospital Patient Population Type Count
- Referral Status

Access to these reports by the main office allows for real-time data to make informed decisions about the day-to-day operations as well as future process improvements for the state.

Additionally, during pre-discharge and discharge of a patient’s journey, a Community Mental Health Center (CMHC) representative and/or a State Psychiatric Hospital representative can invoke the Community Care Rule (CCR). CCR is an opportunity for a representative to dictate their concerns or issues pertaining to a patient’s plan to be discharged from the state hospital. The two parties will review and respond to each other documenting their reasons and typically are able to reach an agreement for the patient’s best interest. If the two parties are not able to reach an agreement that meets the patient’s needs, then they can escalate to the main office for review and resolution. By adding this open discussion into the application, it gives transparency to the Medical Review Board when a discrepancy occurs for a patient’s treatment plan and the resolution that was reached. This is another way to provide daily insight into the state hospitals and their patients throughout Indiana.

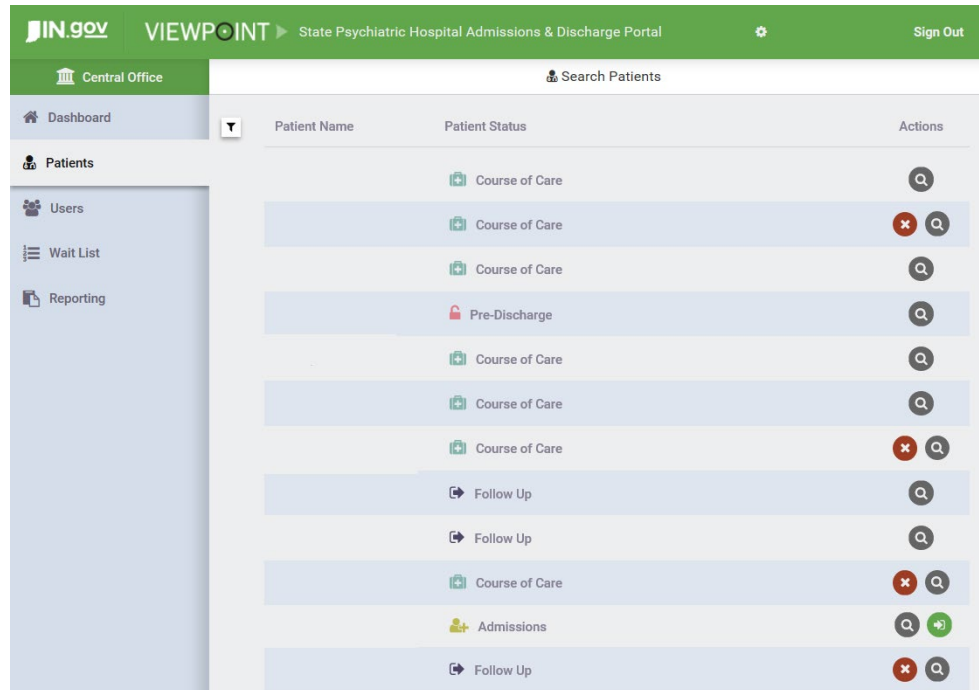


Impact

The Viewpoint platform has revolutionized the operations within each of the state psychiatric hospitals across Indiana. Through the remove of hundreds of paper forms and real-time reporting, not only can a facility get the information it needs, the Family & Social Services Administration is able to understand and help to better support these facilities within our state.

This new centralized process has added efficiency, allowing patients to enter the system swiftly, decreasing wait time for admissions to State Psychiatric Hospitals, and shortened the discharge process resulting in shorter

stay time. Viewpoint provides the main office the ability for enhanced tracking and measuring of referrals, and duration on patient wait time in process. This real-time insight has aided in reducing both time in the process and the number of denials.



IN.gov	VIEWPOINT	State Psychiatric Hospital Admissions & Discharge Portal	Sign Out
Central Office	Search Patients		
Dashboard	Patient Name	Patient Status	Actions
Patients		Course of Care	🔍
Users		Course of Care	✖ 🔍
Wait List		Course of Care	🔍
Reporting		Pre-Discharge	🔍
		Course of Care	🔍
		Course of Care	🔍
		Course of Care	✖ 🔍
		Follow Up	🔍
		Follow Up	🔍
		Course of Care	✖ 🔍
		Admissions	🔍 ➕
		Follow Up	✖ 🔍