



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

TO: County Contracted Acute Care Facilities

FROM: Courtney Gray, Quality Director DocuSigned by:
Courtney Gray
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RE: WebApp for Acute Care Facilities

DATE: August 7, 2024

The Behavioral Health Services Department (BHSD) will be implementing a centralized data collection web application for providers to report facility information. The facility reporting requirements and frequency are described below. The data collection allows BHSD to monitor bed capacity and access, ensure the department meets its regulatory reporting, and allow sufficient data to strategize on improvements to its network adequacy. Expansion of psychiatric acute care beds remains a priority for Santa Clara County. The primary metrics for monitoring the effectiveness or adequacy of the acute care system are lengths of stay and non-clinical stays (“admin days”). Daily reporting on acute beds will be required.

Background

BHSD as a Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) is required to collect and report network adequacy to the State Department of Health Care Services (DHCS). Details of this requirement can be found on this DHCS website link: [BHIN 22-032 \(ca.gov\)](https://www.dhcs.ca.gov/BHIN22-032) In addition, general information related to 274 network adequacy reporting by providers to BHSD can be found on the BHSD website link: [Update and report provider data | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](https://www.santaclaracounty.gov/behavioral-health-services/update-and-report-provider-data)

The data that will be entered into the system daily include the following:

- Licensed Bed Count
- Available Bed Count
- Staffed Bed Count
- Contracted Bed Count
- # of Clients on Admin Days
- # of Clients Placed
- # of Non-Conserved Clients (in beds, anticipated discharge in next 5 days, clients pending admission)
- # of Conserved Clients (in beds, anticipated discharge in next 5 days, clients pending admission)

This process does not replace the concurrent review process that you are engaged in with our vendor Acentra or coordination efforts with our BHSD Hospital Liaison to move people to a lower level of care.



Implementation Timeline

<u>Target Date</u>	<u>Activity</u>
August 7, 2024	Memo distribution
Week of August 19, 2024	Training and Office Hours for local psychiatric hospitals
September 16, 2024	Go-live for all facilities

Trainings and office hours will be scheduled to present the web application reporting process and answer questions. Please see schedule below:

Training: August 19, 2024 10:30am – 11am

Microsoft Teams [Need help?](#)

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Meeting ID: 280 070 367 101

Passcode: W5Rvmn

Dial in by phone

[+1 408-791-0743,,937611749#](tel:+14087910743,937611749) United States, San Jose

[Find a local number](#)

Phone conference ID: 937 611 749#

Office Hours: August 21, 2024 330pm – 4pm

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 239 185 204 415

Passcode: eMPyac

Dial in by phone

[+1 408-791-0743,,859700188#](tel:+14087910743,859700188) United States, San Jose

[Find a local number](#)

Phone conference ID: 859 700 188#

The definitions of above data elements will be included in the documents that will be shared at the trainings and office hours. Resource documents will also be available for reference.

Access Requests

By August 14, 2024, please email the BHSD Business Office a BHSDBusinessOffice@hhs.sccgov.org. We



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request 2-3 staff per agency to have access for back up purposes. Please provide the following for staff access:

- First name
- Last name
- Work E-mail

For any questions, please contact BHSD Provider Relations Operations by email
BHSDBusinessOffice@hhs.sccgov.org