



IT Project Status Report
For an MHSA-Funded IT Project

Please send the **Signed Original** to the following address:

**California Department of Mental Health
Information Technology
Attention: MHSA-IT
1600 9th Street, Room 141
Sacramento, CA 95814**

Additionally, please E-mail a **Soft Copy** to:
DMH.MHSA-IT@dmh.ca.gov

| PROJECT INFORMATION | | |
|--|--|--|
| Project Name: | Electronic Health Record | DMH Project ID #: SC-01 |
| Executive Sponsor: | Nancy Pena, Ph.D. | County: Santa Clara |
| Title: | Director Mental Health Department | |
| Project Status | Budget Status | Report for Quarter Ending: 07/31/2010 |
| <input checked="" type="checkbox"/> On Schedule | <input checked="" type="checkbox"/> Within Approved Budget | Project Start Date: October 2009 |
| <input type="checkbox"/> Ahead of Schedule | <input type="checkbox"/> Over Budget | Project End Date: June 2015 |
| <input type="checkbox"/> Behind Schedule | | |
| MHSA IT Project Contact Person's Name: | Sheila Yuter (Primary) | Sue Clements (Secondary) |
| Telephone Number: | 408-885-3885 | 408-885-7085 |
| E-mail Address: | Sheila.Yuter@hhs.sccgov.org | Sue.Clements@hhs.sccgov.org |
| Project Objectives: | | |
| To provide a comprehensive electronic medical record for consumers that can be shared in a secure and integrated environment across service providers. | | |

| MAJOR MILESTONE STATUS | | | | | | |
|-----------------------------|---|---------------|--------------|-------------|------------|-------------|
| Project Phase | Deliverables / Milestones | Planned Start | Actual Start | Planned End | Actual End | Status |
| Initiation / Planning Phase | <ul style="list-style-type: none"> ◆ Select Project Manager ◆ Identify Stakeholders ◆ EHR Readiness Assessment ◆ Document Business Need ◆ Document Assumptions and Constraints ◆ Develop Charter ◆ Develop Project Scope Statement ◆ Identify Team Members ◆ Obtain Resources ◆ Create Activity List ◆ Develop Schedule ◆ Develop Quality Measures ◆ Determine Communication and Change Management Plan ◆ Develop Change Control Plan ◆ Risk Assessment ◆ Develop final Project Management Plan | Oct 2009 | Oct 2009 | Jan 2011 | | On Schedule |
| Procurement | <ul style="list-style-type: none"> ◆ Vendor Service Agreement / Contract for Services | July 2010 | July 2010 | Dec 2010 | | On Schedule |
| Requirements Phase | <p>Document:</p> <ul style="list-style-type: none"> ◆ Functional and Data Requirements ◆ Component Requirements ◆ Performance Requirements ◆ Operational Requirements ◆ Security Requirements ◆ Legal Requirements ◆ Future Requirements | July 2010 | | Feb 2011 | | Not Started |

| Project Phase | Deliverables / Milestones | Planned Start | Actual Start | Planned End | Actual End | Status |
|---------------------|--|---------------|--------------|-------------|------------|-------------|
| Contractor Strategy | <ul style="list-style-type: none"> ◆ Contract Agencies Requirements <ul style="list-style-type: none"> ○ EHR Transition and funding ○ Functional & Data Requirements ○ Component Requirements ○ Security Requirements ◆ Reporting and Monitoring | Jan 2010 | | Dec 2013 | | On Schedule |
| Design Phase | <ul style="list-style-type: none"> ◆ Identify key processes ◆ Form workgroups of key staff to develop current workflows ◆ Facilitate workgroups and capture current procedures ◆ Validate accuracy of workflow documentation ◆ Analyze the workflows and identify opportunities for improvement ◆ Review opportunities and modified workflows with staff ◆ Create standard procedures for common and often repeated processes ◆ Post and distribute to staff for review and comments ◆ Review workflows with vendor and synchronize with system constraints as necessary ◆ Revise workflows and procedures or modify system to meet workflow needs, as feasible and appropriate ◆ Train staff on new procedures | Jan 2011 | | July 2011 | | Not Started |

| Project Phase | Deliverables / Milestones | Planned Start | Actual Start | Planned End | Actual End | Status |
|--|---|---------------|--------------|-------------|------------|-------------|
| Construction Phase (Software Deployment for COTS) | <ul style="list-style-type: none"> ◆ Contract with system vendor ◆ Design all aspects of the EHR to implement the modules not in use as well as complete any needed workflow review and software redesign ◆ Review and adjust current modules and functions that MH has purchased. ◆ Work with the vendor to build all master files, templates, documents, reports and security. ◆ New modules to be constructed: <ul style="list-style-type: none"> ○ <i>Basic Management</i> ○ <i>Referral Management</i> ○ <i>Scheduling</i> ○ <i>Census Management</i> ○ <i>Clinical Care</i> ○ <i>Recovery Companion</i> ○ <i>Clinical Orders</i> ○ <i>Interface to Pharmacy</i> ○ <i>Interface to Laboratory</i> ○ <i>G/L Interface to Lawson</i> ○ <i>Quality Management</i> ○ <i>Billing and Accounts Receivable</i> ○ <i>Managed Care – Provider Authorizations</i> ○ <i>Managed Care Payor Operations – Network Development</i> ○ <i>Managed Care Payor Operations – Claims Processing (Adjudication)</i> ○ <i>Decision Support</i> ◆ Automate appointment scheduling, and the execution of lab orders and medication prescribing in a secure online environment, interfacing to the proper ancillary systems. ◆ Develop training strategy and plan | July 2011 | | Dec 2011 | | Not Started |

| Project Phase | Deliverables / Milestones | Planned Start | Actual Start | Planned End | Actual End | Status |
|---------------------------|--|---------------|--------------|-------------|------------|-------------|
| Testing Phase | <ul style="list-style-type: none"> ◆ Define the overall strategy and detailed test plans ◆ Develop test case, scripts or scenarios aligned with requirements ◆ Execute the performance and documentation of testing activities, defect and error detection and defect resolution ◆ Report to stakeholders the status of testing and whether the system is ready for release ◆ Evaluate the success of the testing process and implement improvements | Nov 2011 | | Dec 2011 | | Not Started |
| Implementation Phase | <ul style="list-style-type: none"> ◆ Develop and Execute Implementation Plan <ul style="list-style-type: none"> ○ Scope Verification ○ Risk Audits ○ Corrective Action ◆ Execute Training Strategy and Plan ◆ Upgrade Hardware / Network Infrastructure ◆ Develop and Execute Support Plan ◆ Implement Practice Management System ◆ Implement ePrescribing ◆ Implement interfaces ◆ Implement Provider Portal ◆ Implement Client Portal | Jan 2012 | | Dec 2014 | | Not Started |
| Post-Implementation Phase | <ul style="list-style-type: none"> ◆ Confirm work is done to requirements ◆ Formal Acceptance of Deliverables ◆ Index and archive records / Knowledge Base | Jan 2015 | | March 2015 | | Not Started |
| PIER | <ul style="list-style-type: none"> ◆ Objectives Achieved ◆ Lessons Learned ◆ Corrective Action ◆ Next Steps | March 2015 | | June 2015 | | Not Started |

| TOTAL PROJECT BUDGET INFORMATION | | |
|---|----------------------|----------------------|
| Include All Funding Sources (MHSA And Any Other County Funding) | | |
| Category | Budgeted Costs | Actual Costs to Date |
| Staff (Salaries & Benefits) | \$4,890,000 | \$122,950 |
| Hardware Purchase | \$600,000 | 0 |
| Software | \$3,100,000 | 0 |
| Administrative Overhead | \$286,000 | 0 |
| Other Expenses | \$3,000,000 | 0 |
| Contract Services | \$ 2,525,000 | 0 |
| Total Project Costs | \$ 14,401,000 | \$122,950 |

| Performance Measurement Category | Planned to Date | Actual to Date | Estimate to Complete (ETC) |
|--|-----------------|----------------|----------------------------|
| Project Hours | 1,985 | 1,625 | |
| Project Cost | \$149,086 | \$122,950 | \$14,278,050 |
| Justification (If Actual And Planned Differ By More Than 10%): | | | |

| STATUS / MAJOR ACCOMPLISHMENTS / SCHEDULED ACTIVITIES |
|--|
| <p>STATUS</p> <ul style="list-style-type: none"> ◆ Project is on schedule. Initiation activities are complete and we continue planning. Resources are being obtained and activity list and schedule for implementation tasks are expected to be complete by January 2011. <p>ACCOMPLISHMENTS</p> <ul style="list-style-type: none"> ◆ Select Project Manager ◆ Identify Stakeholders ◆ EHR Readiness Assessment ◆ Document Business Need ◆ Document Assumptions and Constraints ◆ Develop Charter ◆ Develop Preliminary Project Scope Statement ◆ Identify Team Members and Resource Needs ◆ Develop Change Control Plan ◆ Develop Project’s Vision, Goals and Guiding Principles <p>SCHEDULED ACTIVITIES</p> <ul style="list-style-type: none"> ◆ Obtain Resources ◆ Create Activity List ◆ Develop Schedule ◆ Develop Quality Measures ◆ Determine Communication and Change Management Plan ◆ Complete Risk Assessment ◆ Develop Final Project Management Plan ◆ Approval of Final Project Management Plan |

RISK AND ISSUE MANAGEMENT

Risk And Issue List Report

(Please Provide The Risk And Issue Log Along With Mitigation, Contingency Plan For Each Risk And Resolution Plan For Each Issue.)

Risk management planning will be done in the near future. The plan will document the process of deciding how to approach and plan risk management activities. Key elements of the risk management plan are:

1. Risk Identification (identifies and documents all the risks that can affect the project).
2. Risk Analysis
 - Qualitative risk analysis (determine the consequences of identified risks on project objectives).
 - Quantitative risk analysis (assign numeric probabilities to each risk and their impact on project objectives)
3. Risk response planning (decide what actions are needed to reduce threats, including assignment of a risk owner to each risk)
4. Risk monitoring and control (respond to risks as they occur; define the process for updating the plan, create a “watch list”, monitor actions the owner is to take.

Below is the listing of some of the initial risks that have been recognized.

| ID | Risk (Describe The Risk In Simple Terms; Provide Any Details In Additional Comment Sheets.) | Probability | Impact | Timeframe | Response | Escalate d To DMH |
|----|--|-------------|--------|-----------|----------|-------------------------|
| | Leadership fails <ul style="list-style-type: none"> ▪ To mandate the use of the EHR ▪ Identify workflow inefficiency and implement standards ▪ provide ownership of the project | | | | | |
| | Project Schedule <ul style="list-style-type: none"> ▪ Not adequately defined ▪ Slips due to scope creep ▪ Unable to meet mandates of 2014 | | | | | |
| | System Performance <ul style="list-style-type: none"> ▪ System availability and speed ▪ High maintenance ▪ Loss of data ▪ No access to chart | | | | | |
| | Inadequate Training | | | | | |
| | Insufficient Resources | | | | | |
| | Poor workflow design | | | | | |
| | Transitioning from paper to electronic | | | | | |

County Approvals

Nancy Pena, Ph.D. – Director Mental Health Department 08/05/10 (408) 8855782
Date Phone

Dennis Kotecki – SCVHHS CIO 08/10/10 408-793-6612
Date Phone

Prepared By:

Sue Clements 8/11/10 408 885 7082
Sue Clements, PMP - MHSA TN Project Manager Date Phone

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