

# Mental Health and Addictions Centre of Excellence

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Client Management System Migrations  
Webinar

September 16, 2024



**Ontario Health**  
Mental Health and Addictions  
Centre of Excellence

# Agenda

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TIME	TOPIC	NAME
5 mins	Welcoming Remarks   Introductions	Terra Cadeau
5 mins	Recap of the Mental Health and Addictions Data & Digital Initiative	Kirandeep Kharpal
5 mins	MHA PDS Operational Direction	Terra Cadeau
15 mins	One-Time Funding Opportunity	Leah Justason
25 mins	Questions and Answers	All Panelists
5 mins	Closing Remarks	Terra Cadeau

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# Introductions

## Mental Health and Addictions Centre of Excellence (MHACoE) Team within OH:

### **Terra Cadeau**

- Director, Planning Performance, Operations and Engagement, MHACoE

### **Leah Justason**

- Senior Business Partner, Planning Performance, Operations and Engagement, MHACoE

### **Kirandeep Kharpal**

- Senior Business Partner, Planning Performance, Operations and Engagement, MHACoE

## Digital Excellence in Health Team (DxH) within OH:

### **Peter Lang**

- Director, Product Management and Delivery, DxH

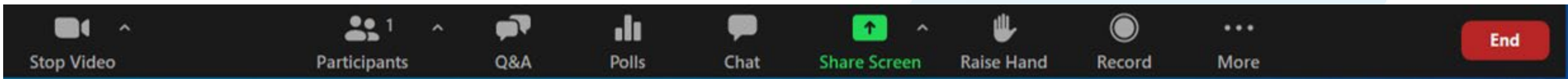
### **Gila Kats**

- Senior Manager, Product Delivery, DxH

# How to Participate



- Please post any questions you may have in the Q&A box. Please do not use the Chat box
- Participants' mics and the raise hand function will be disabled
- We will do our best to address questions during the Q&A
- Questions not addressed will be noted and kept for future webinars or communications
- Webinar slides will be circulated





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# *Recap of the Mental Health and Addictions Data & Digital Initiative*

# Delivering on Roadmap to Wellness

Ontario Health's Mental Health and Addictions Centre of Excellence will enable and drive the effective implementation of the provincial R2W strategy's four pillars.

## Pillar 1: Improving Quality – *Driving quality through data and digital*

“Data will play a critical role in driving both service quality and accountability. The MHA Data and Digital Initiative will make it easier to deliver better care, report on performance and track the value of investments.”

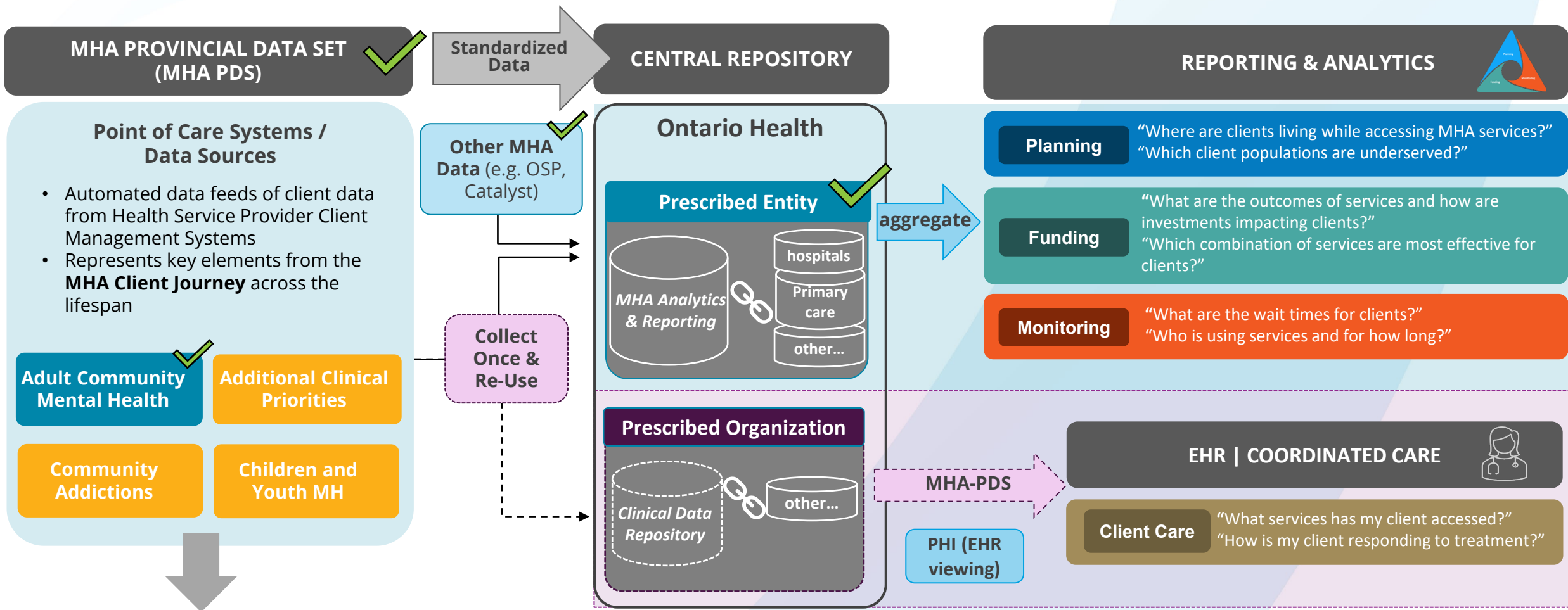


### Focus of the Data & Digital Initiative (DDI)

1. Create a standard **Provincial Data Set** to be able to provide meaningful health system insights across the lifespan
2. Create a **Central Repository** of MHA data at Ontario Health
3. Map the **MHA Client Journey** for a complete picture of how MHA clients use the health care system
4. Reduce **Data Burden** for providers by eliminating manual data collection for provincial reporting
5. Provide the MHA sector with meaningful **Reporting & Analytics** to drive quality improvement
6. Provide real-time access to a range of **Electronic Health Records (EHR)** for clients and providers

# MHA DDI Conceptual Overview

*“Who receives, what services, from whom, when, at what cost, and with what effect?”*



- Complete**
- PDS2.0**
- Future State**

Automated MHA-PDS 1.0 submissions from Adult Community MHA clinical systems and linkage at OH for reporting and analytics

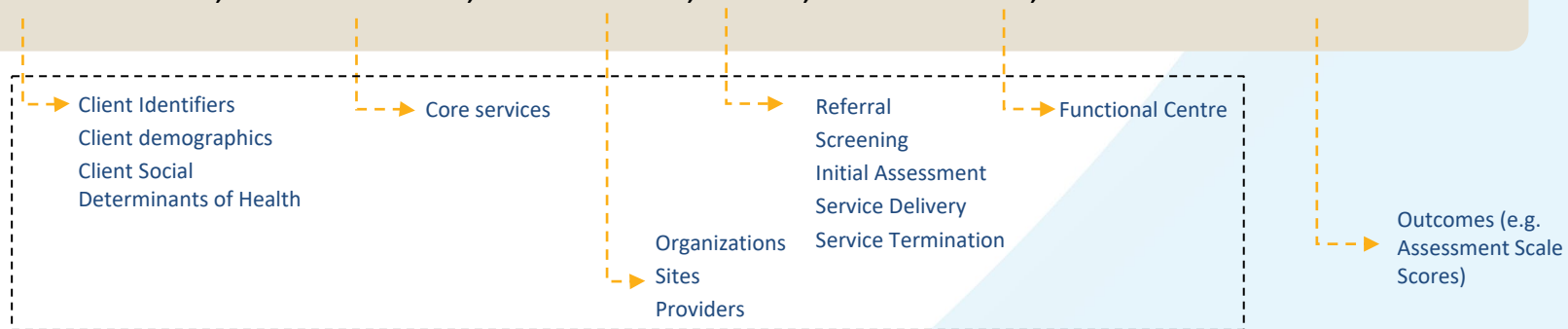
Automated MHA-PDS 2.0 submissions from Community MHA & CYMH clinical systems and linkage at OH for reporting and analytics

Inclusion of MHA data in the **provincial clinical data repository for access by healthcare providers in the provision of care**

# What is the MHA Provincial Data Set (PDS)?

- The MHA-PDS is a **minimum** set of routinely collected, client-level, standardized data elements that support direct service delivery and enable consistent and comparable reporting of service utilization, client outcomes & client characteristics across the Ontario Mental Health and Addictions sector
- **Why?** Ontario Health (OH), Ministry of Health (MOH) and the MHA sector as a whole (including frontline providers) are currently unable to answer many key questions about the services that are provided to Ontarians and to make evidence-based funding and service planning decisions
- It has been designed to generate actionable knowledge utilized at different levels and by multiple data users in the health care system
- Implementation is a multi-year initiative beginning with MHA PDS Release 1.0

**Who receives, what services, from whom, when, at what cost, and with what effect?<sup>1</sup>**



Scope of MHA-PDS 1.0

## MHA-PDS 1.0 Data Element Structure

- Client – Identification
- Client – Social determinants of health
- Episode of care
  - Referral information
  - Screening/assessment date
  - Enrollment date
  - Service start date
- Health service encounters
  - Modality
  - Service time
  - Service termination

1. National Institute of Mental Health. Series FN No. 10, *Data Standards for Mental Health Decision Support Systems*, by Leginski, W.A.; Croze, C.; Driggers, J.; Dumpman, S.; Geertsen, D.; Kamis-Gould, E.; Namerow, M.J.; Patton, R.E.; Wilson, N.Z.; and Wurster, C.R. DHHS Pub. No. (ADM) 89 - 1589. Washington, DC: Supt. Of Docs., U.S. Govt. Print. Off., 1989.



# MHA-PDS Compliant Vendors / Systems

There are currently 4 client management systems (CMS) that are MHA-PDS compliant:

Vendor	Software (CMS)
CRMS	CRMS
VitalHub Corp	Treat
	CaseWORKS
EMHWare Solutions Inc	EMHWare

**One-time  
Funding  
Opportunity**

Additionally, piloting the ability to receive the MHA-PDS using hospital information systems. Once complete, interested HSPs will be able to submit data using the following systems:

Hospital Information Systems
EPIC
MEDITECH
Cerner



# *MHA PDS Operational Direction*

# Operational Direction - Background

## Progress to Date

- Over the past 2 years, the Data and Digital Initiative (DDI) team has established a Provincial Data Set and the digital infrastructure to be able to collect data directly from community MHA client management systems (CMSs)
- All work to date has been accomplished by voluntary Health Service Provider (HSP) participation in submitting the MHA PDS
- As this work progresses and HSPs may require digital infrastructure changes, the sector would like clear communications about data submission expectations for MHA moving forward

## Potential Operational Direction

- An Operational Direction is a tool that OH can leverage with a goal of supporting desired health system change by creating clear requirements for HSPs, Ontario Health Teams (OHTs), or sectors.
- The DDI team is planning to leverage an Operational Direction to provide clear instructions to the MHA sector regarding data submission and to help support increased uptake of the MHA PDS



# *One-Time Funding Opportunity*

# One Time Funding Purpose

**Purpose:** Ontario Health is providing **one-time** funding to eligible MHA Health Service Providers (HSPs) (*see eligibility criteria*) to support the organization's transition to a Client Management System (CMS) that will allow for submission of the MHA Provincial Data Set.

There will be a 4-part approval process and funding will be offered on a **first come first served basis** with the pool of funds available.

## Objectives for Health Service Providers

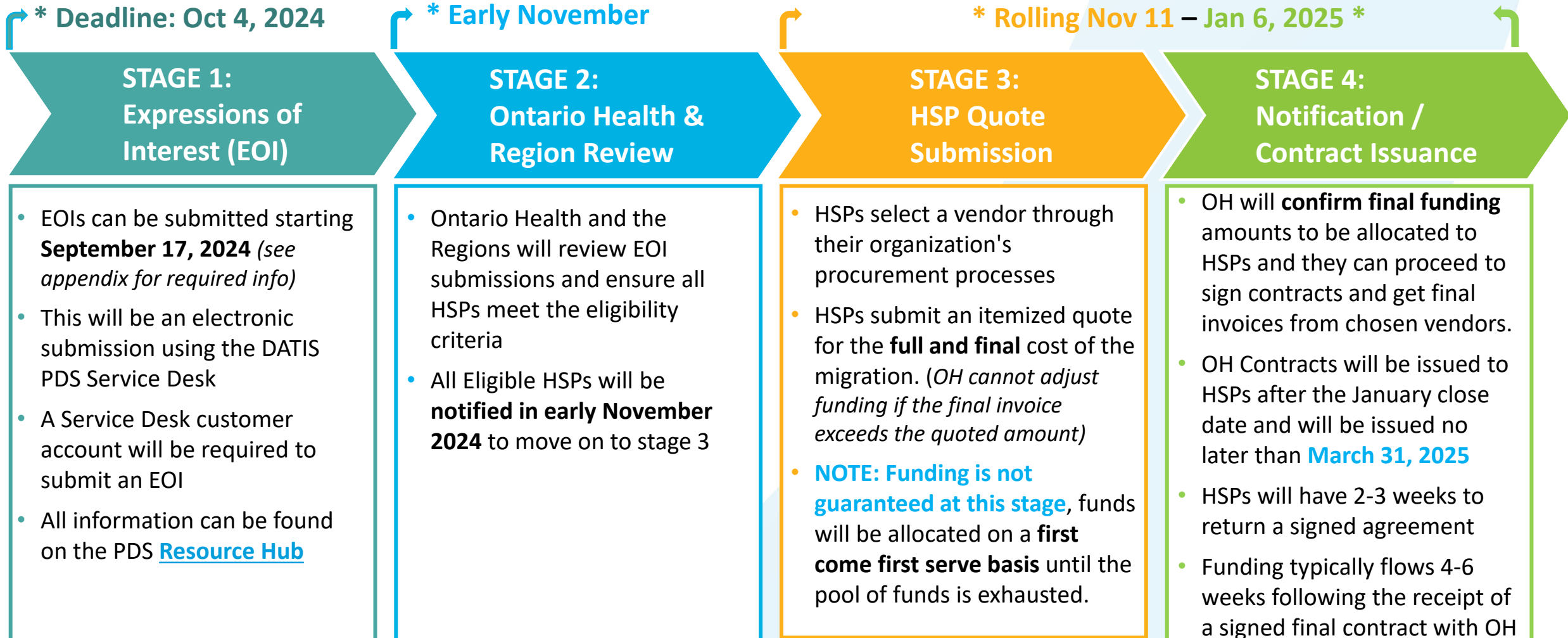
1. Confirm eligibility by going through the entire application process (*see next slides*)
2. Migrate from an existing analog system or CMS that is not compatible with PDS submissions to a CMS that allows for submission of the MHA PDS to Ontario Health.
3. Confirm the implementation of the MHA PDS as part of their CMS implementation and coordinate migration to new CMS.
4. Onboard to the MHA PDS through the established PDS onboarding process.

# Health Service Provider Eligibility

- a. The majority of the HSPs funding must be for adult MHA services, and they must be receiving funding from Ontario Health (OH) and/or the Ministry of Health (MOH) for these services.
- b. HSPs must be in good standing with their Ontario Health Region to be eligible to receive CMS migration funding and OH Regions will need to approve any HSP that expresses interest in the funding opportunity.
- c. HSPs must follow their own organization's procurement processes, policies and procedures that aligns with the Broader Public Sector Procurement Directive.
- d. Should the HSP select one of the vendor products that are PDS compliant, they will be eligible for cost-recovery through this opportunity. Cost recovery will be for the full cost of their new CMS implementation, not including ongoing service fees or customizations unrelated to the operation of MHA programs.
- e. Payment will be made based on the amount stated in HSPs **Quote(s) with their chosen vendor / former vendor**. OH will not be able to adjust this amount if the final invoice is more than the quoted amount.
- f. All contracts must be in place by **March 31, 2025**:
  - Contract between the vendor and the HSP (including an itemized final invoice)
  - Contract between OH and the HSP (Transfer Payment Agreement) – HSP has 2-3 weeks to sign TPA
- g. HSPs must implement the MHA PDS as part of their CMS migration/implementation.

# CMS Migration Approval Process

There will be a 4-part approval process to receive one-time funding for a CMS migration:



# Resources

## MHA Provincial Data Set Resource Hub

- The MHA Provincial Data Set [Resource Hub](#) houses provincial tools and resources to support onboarding, such as the *technical and user-friendly data dictionary*, *Frequently Asked Questions* and a *provincial data set mapping tool*.
- Expressions of Interest for the one-time funding opportunity will need to be submitted via the **DATIS PDS Service Desk**, also accessible through the **Resource Hub**.



### Expression of Interest

Express interest in receiving CMS migration funding. Available until October 4, 2024.

## Data Champions

Key system stakeholders act as “**Data Champions**” to help support local adoption of the PDS, which includes:

- **Mental Health Partners** (for organizations using a hospital information system) [PDS-Support@theroyal.ca](mailto:PDS-Support@theroyal.ca)
- **Addictions & Mental Health Ontario (AMHO)** [pds@amho.ca](mailto:pds@amho.ca)
- **Canadian Mental Health Association Ontario (CMHA Ontario)** [PDS\\_support@ontario.cmha.ca](mailto:PDS_support@ontario.cmha.ca)

## Communities of Practice (CoPs)

Vendor specific CoPs to support PDS implementation are held every **Friday from 12-1pm EST**. HSPs can register using the following links:

- Session 1 (first Friday of the month): [CRMS](#)
- Session 2 (second Friday of the month): [Treat and CaseWORKS](#)
- Session 3 (third Friday of the month): [EMHware](#)
- Session 4 (fourth Friday of the month): [Organizations](#) using any CMS, that are unable to attend a vendor-specific session or have general questions about PDS implementation”





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# Questions & Answers

# Questions?

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- For more information about the funding opportunity or to contact us, please visit the Provincial Data Set [Resource Hub](#)
- If you have general questions related to the MHA Provincial Data Set, please email us at [mhaddi@ontariohealth.ca](mailto:mhaddi@ontariohealth.ca)

# Thank you!

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For any additional questions after today's webinar, please contact us at [MHADDI@OntarioHealth.ca](mailto:MHADDI@OntarioHealth.ca)



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# Appendix

# Expression of Interest - Information Required

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- Organization Legal Name
- Ontario Health Region
- Key Contact (Name | Role/Title | Email | Phone)
- Organization MIS Number (*this is the number used to submit financial data via the Ontario Healthcare Reporting Standards (OHRS)*)
- Current Client Management System (please also indicate if you do not have a CMS e.g. paper or excel)
- Client Management System your organization would like to migrate to if known at this time.
- Number of mental health and addictions funded FTEs in your organization
- Number of mental health and addictions funded FTEs that would be concurrent users / require licenses on the new CMS
- Organization's total operating budget
- Organization's total mental health and addictions funding
- Number of unique individuals served through your organizations mental health and addictions funded services
- Are you interested in partnering or doing a joint procurement of a CMS with other organizations?