System Transformation Excellence and Performance (STEP-VA)

12/2019 **SJ 47**

Current Projections for Implementation Timeline:

Step	Planning & Installation (Phase 1 Start Date)	Initial Implementaion (Phase 2 Start Date)	Full Implementation & Validation (Phase 3 Start Date)	Current Funding	Biennial Budget Request
Same Day Access	Varied	January 2019	July 2020	$10,795,651	$0
Primary Care	January 2019	July 2019	July 2021	$7,440,000	$0
Outpatient	July 2019	July 2020	July 2022*	$15,000,000	$22,425,900
Crisis Services	April 2019	April 2021*±	TBD	$7,800,000	$46,944,000
Crisis Services - Detox				$2,000,000	$0
Peer & Family Svcs	July 2019	July 2021*	July 2022	$0	$9,986,598
Military Services	October 2019	July 2021*	July 2022	$0	$10,385,651
Case Management	July 2020*	July 2021*	TBD	$0	$8,417,000
Pyschiatric Rehab	July 2020*	July 2021*	TBD	$0	$6,048,797
Care Coordination	July 2020*	July 2021*	TBD	$0	$15,779,846
Infrastructure	Varied	Varied	TBD	$0	$19,229,202

Total $43,035,651 $139,216,994

*If fully funded
± children's crisis services will
 be implemented April, 2020,
with full crisis services projected for April 2021

Total Assuming Current Medicaid Rates/ Collections $130,887,254

STEP-VA Projected Activities December 2019-June 2020

★ Monitor and support implementation of Same Day Access and Primary Care Screening

★ Support CSBs in installation of Outpatient and Crisis Services

★ Utilize results of Comprehensive Needs Assessment and gather additional feedback from STAC and VACSB to improve implementation process

★ Collaborate with the executive and legislative branches to acquire funding for STEP VA implementation, infrastructure and oversight resources at DBHDS Central Office and infrastructure at CSBs

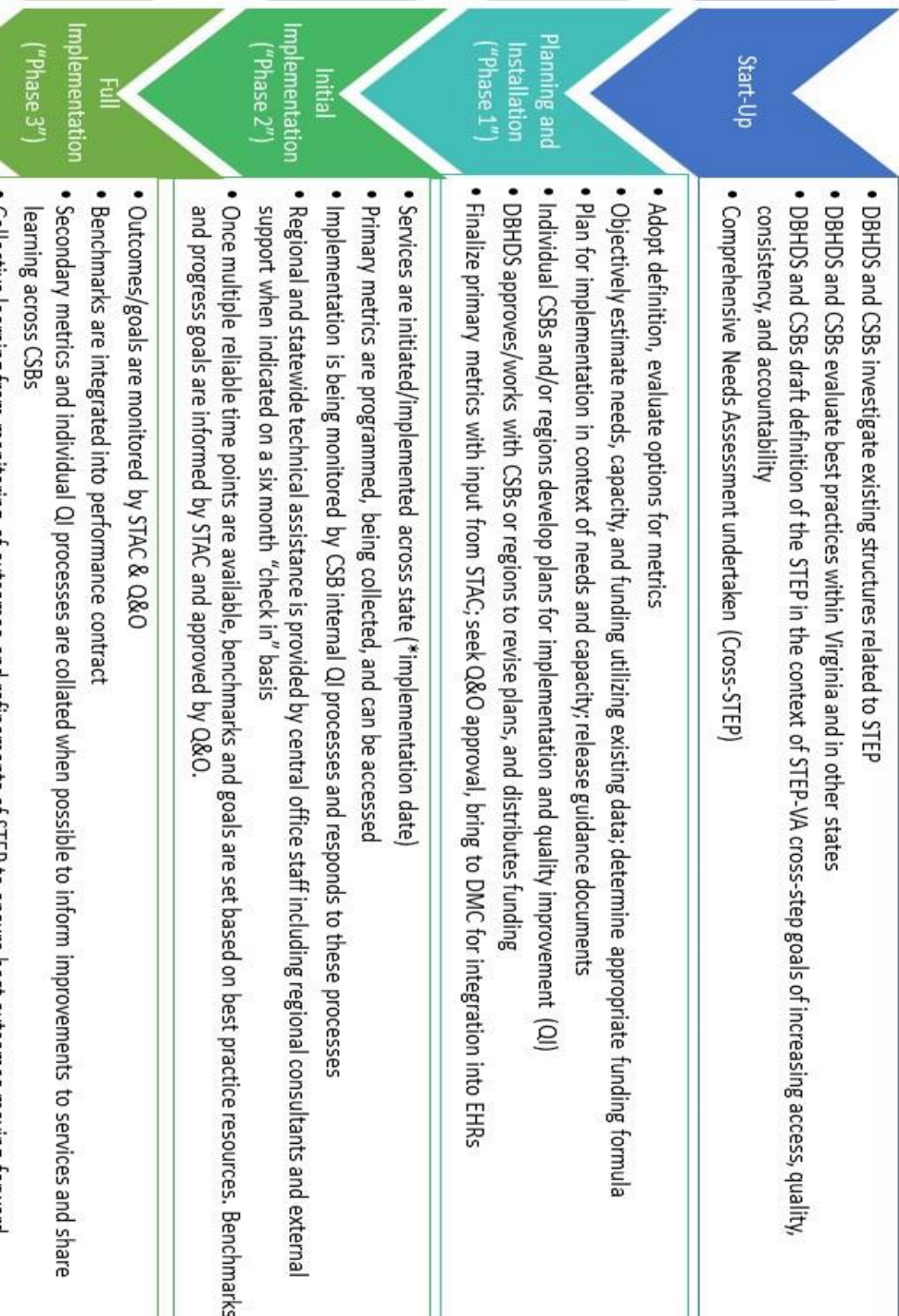*A life of possibilities for all Virginians*

What Does STEP-VA Implementation Look Like?

Evidence Based
Implementation Process

Exploration
- create a team/gather stakeholders
- assess needs
- explore evidence
- consider implementation drivers
- assess fit and feasibility

Installation
- Acquire resources
- Prepare organizations
- Prepare drivers
- Select/prepare staff
- Make admin. changes needed

Initial Implementation
- Assess and adjust drivers
- Manage change
- Assess fidelity
- Deploy data systems
- Initiate improvement cycles

Full Implementation
- Monitor and improve drivers
- Achieve fidelity and outcomes
- Monitor organization and system supports

STEP-VA Implementation Process (standard process adopted by DBHDS and CSBs in Summer, 2019)

Start-Up
- DBHDS and CSBs investigate existing structures related to STEP
- DBHDS and CSBs evaluate best practices within Virginia and in other states
- DBHDS and CSBs draft definition of the STEP in the context of STEP-VA cross-step goals of increasing access, quality, consistency, and accountability
- Comprehensive Needs Assessment undertaken (Cross-STEP)

Planning and Installation ("Phase 1")
- Adopt definition, evaluate options for metrics
- Objectively estimate needs, capacity, and funding utilizing existing data; determine appropriate funding formula
- Plan for implementation in context of needs and capacity; release guidance documents
- Individual CSBs and/or regions develop plans for implementation and quality improvement (QI)
- DBHDS approves/works with CSBs or regions to revise plans, and distributes funding
- Finalize primary metrics with input from STAC; seek Q&O approval, bring to DMC for integration into EHRs

Initial Implementation ("Phase 2")
- Services are initiated/implemented across state (*implementation date)
- Primary metrics are programmed, being collected, and can be accessed
- Implementation is being monitored by CSB internal QI processes and responds to these processes
- Regional and statewide technical assistance is provided by central office staff including regional consultants and external support when indicated on a six month "check in" basis
- Once multiple reliable time points are available, benchmarks and goals are set based on best practice resources. Benchmarks and progress goals are informed by STAC and approved by Q&O.

Full Implementation ("Phase 3")
- Outcomes/goals are monitored by STAC & Q&O
- Benchmarks are integrated into performance contract
- Secondary metrics and individual QI processes are collated when possible to inform improvements to services and share learning across CSBs
- Collective learning from monitoring of outcomes and refinements of STEP to ensure best outcomes moving forward

Drivers = the "engines of change" in areas of leadership, organization, and competency that increase or decrease the use of the innovation and thus impact the reliability of the expected outcomes

STAC = STEP-VA Advisory Committee; Q&O = Quality & Outcomes (VACSB committee); DMC = Data Management Committee (VACSB committee)