

A stack of white papers, slightly blurred, set against a light blue background.A blurred image of a clock face, showing the numbers and hands, set against a light blue background.

# Paperwork Reduction

A stack of white papers, slightly blurred, set against a light green background.A yellow clock with a red border and black numbers, set against a yellow background.

## Project Overview

# Purpose

- Support more effective, efficient, and customer-friendly services and provider agency environments by streamlining and reducing paperwork



# Committee Composition

- Consultant
- ADHS staff
- RBHA staff
- Providers



# Project History

- What brought US together?
- Mutual Concerns
- Solution Driven





# Methodology

- Online survey
- Provider interviews and walk-throughs (site visits)
- Shadowing
- Rules, Policy and Provider Manual reviews
- Contract deliverable reviews

# Overarching Themes: The “Big Three”

- Intake and Assessment
- AHCCCS Eligibility and Financial Screening
- CFT Process and Forms





# Additional Recommendations

- Annual Children's Plan
- Corrective Action Plans
- Annual and Quarterly Network Plan and Inventory
- Inter-RBHA transfer process
- Notices and Appeals process
- Incident/Accident/Death and Seclusion/Restraint reports
- Advance Directives

# Obstacles to Implementation

- Federal Requirements
- DBHS
- Arnold vs. Sarn
- Jason K. Settlement
- Other State Agencies





# Quick Fixes

- Human Resources Roster reports
- Quarterly SAPT Waitlist
- COOL Notices to POs
- HIV Quarterly Activity Report
- Out-of-State Placement
- JK Structural Measures
- Annual and Quarterly Prescriber Sufficiency
- Special Assistance
- PCP Coordination
- Demographic Updates
- Strengths, Needs, Cultural Discovery (SNCD)
- Documents Incorporated by Reference
- Outreach/Engagement /Re-engagement

# Leadership and Sustainability

- Develop a culture of “paperwork reduction” at all levels of behavioral health system
- “Efficiency Committees” at all levels
- Partnership with other state agencies



# Where are we today?

- Assessments committee
- New Positions
- DBHS recognition of issue



# Where are we going?

- Opportunities for electronic health records
- Other models in AZ????
- Draft announcement of plan





Thank you