

# Mental Health Partners



Digital Bridge to Health <sup>TM</sup>:  
How One Agency is Using Technology to Engage Community  
Partners Through a Digitized System of Care





**Andrew Bronson** is the Vice President of Information Services and CIO at Mental Health Partners. He is a graduate of the University of New Hampshire with over 30 years of experience in banking, healthcare, and life sciences and has been with Mental Health Partners since 2019. During his tenure, Andrew has worked to modernize MHP's digital services including the creation of a cyber-security program, adoption of a Cloud First approach for new enterprise solutions and the rollout of a new ERP system.



**Kate Benedetto, M.A.** is the Manager of Enterprise Applications at Mental Health Partners. She has been with the Boulder, CO-based nonprofit agency since 2015, where she has facilitated the SmartCare implementation and managed both the EHR and Office 365 stack. She is a graduate of the City University of New York's John Jay College of Criminal Justice and has nearly 15 years of experience in behavioral health, including mental health and substance use direct client care, revenue cycle support, and strategic planning.



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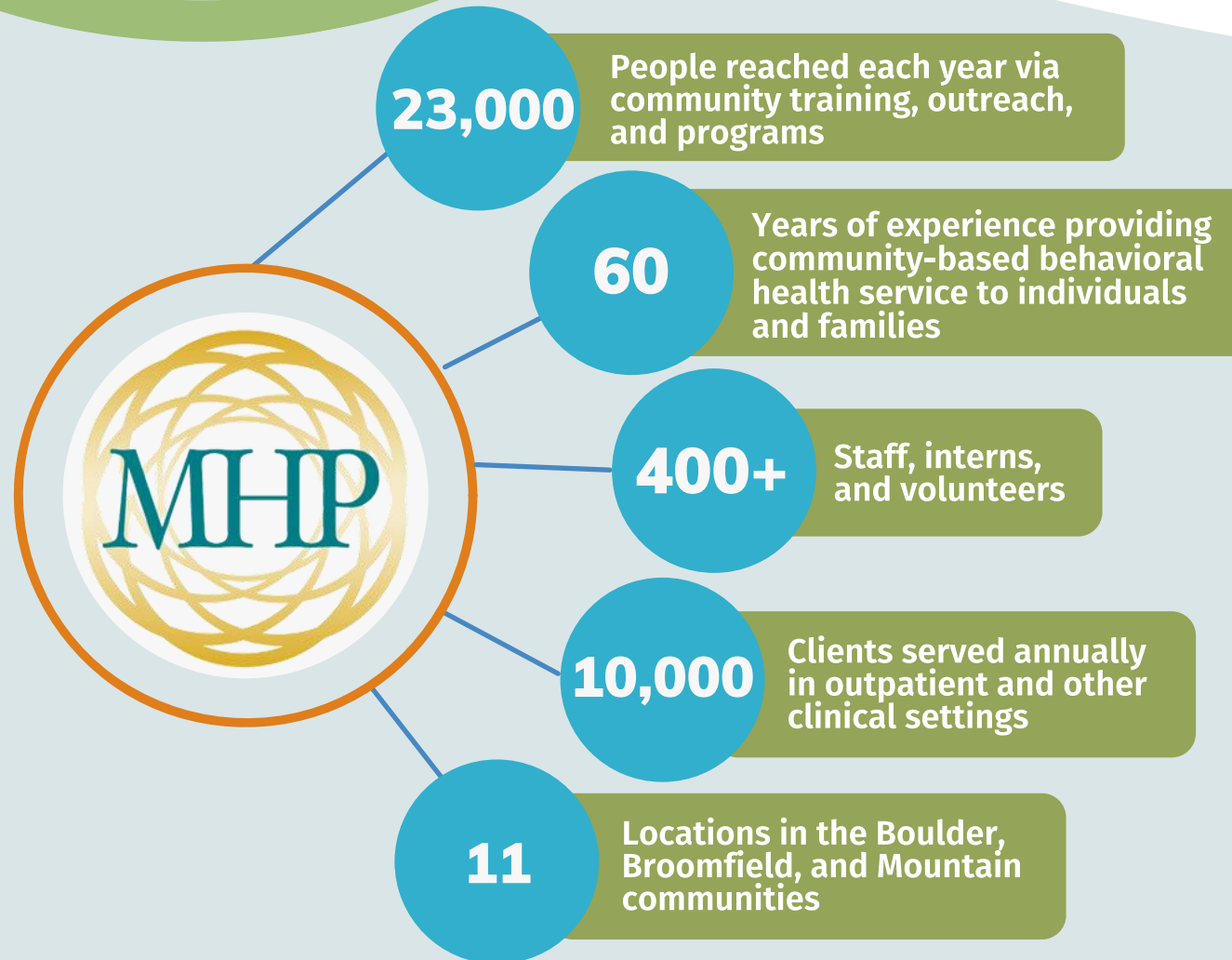


- Who is MHP and what's a Digital Bridge to Health™?
- From high-level Strategy to Execution
- Organizing a nebulous idea
  - Engaging vendor partners
- Now what? How to measure success

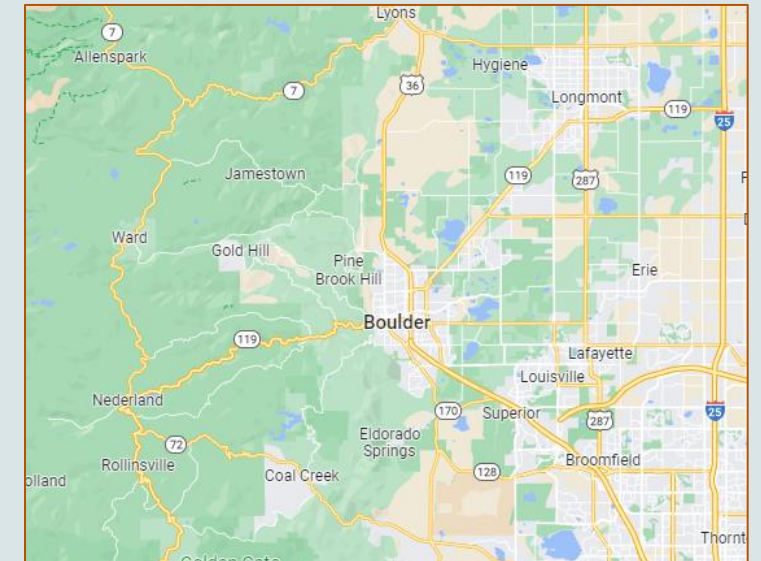
## Agenda

## Getting to know Mental Health Partners

**Mental Health Partners (MHP) is a 501(c)(3) non-profit organization dedicated to meeting our community's behavioral health, addiction, and wellness needs via direct clinical services, prevention and intervention, wraparound care, community outreach, and training.**



### Areas we serve





*Client | Community | Colleague*

**Client**

Why we serve

**Community**

Who we serve

**Colleague**

How we serve



# From High-Level Strategy to Execution



## 5-Year Strategic Digital Objective

*Maximize a value-based care system through the introduction of new and transformative digital capabilities in support of the outcomes required by our clients, community, and colleagues.*

### Digital Bridge To Health™

Client | *Why we serve*

Community | *Who we serve*

Colleague | *How we serve*

#### Increased Value from Tech Investments

- Enterprise Applications
- Digitalization
- ERP / NetSuite
- M365
- Electronic Health Record
- Integration
- App Rationalization
- X as a Service

#### Data Driven Decision Making

- Analytics
- Governance
- Data Integrity
- Visualization Standards
- Business Intelligence (PowerBI)

#### IT Maturity

- User Support
- ITSM
- Knowledge Management
- Agile | Lean
- Assess | Adjust | Measure | Repeat...

#### Digital Innovation

- Change Management
- Solution Exploration
- Cloud First | Azure
- Process
- Vendor Partnerships

#### Security

- Engaging from BOD to Our Colleagues
- Policy
- Edge Protection
- Advanced Monitoring
- Multi-Factor Authentication

**Shared Project Initiatives** | *Managed through strong portfolio governance to ensure alignment to strategic objectives*

**Information Technology Service Management** | *Standardized Operational Model oriented around a well-defined service catalog*

# We're a service, consider talking about it that way

## Client Services (Internal & External)

- Help Desk (Colleague)
- Endpoint Management
- Tele-Health
- Client Training & Support
- Printing
- Print Services
- Client Job Training^

## Technical Services

- System Administration
- Cloud Infrastructure
- Networking
- Operating System
- Backups
- A/V Systems
- IoT
- Security~
- DEVOPS\*
- SECOPS^
- Network Ops Ctr\*
- Security Ops Ctr^

## Enterprise Applications Services

- EHR
- ERP
- O365 (User Apps)
- HRIS
- Social Media\*
- Tier 2 Support
- Solutions / Enterprise Architecture\*
- Smart Devices (Wearables)^
- Process Optimization\*

## Data Services

- Ad-Hoc Reporting
- BI
- Analytics\*
- Database Management
- Electronic Data Exchange
- Data Science\*
- AI/ML\*

## Business Services

- Intake and Execution
- Technical PMO^
- P&P
- Vendor Mgmt.
- Budgeting
- Contract & Grant Mgmt.
- DR & Biz Continuity~
- ITSM
- IT Governance
- Service Delivery^
- Technical Training
- Training Support^

~Delivered via vendor partnership

\*Partially delivered

^Potential service

# Additional considerations...

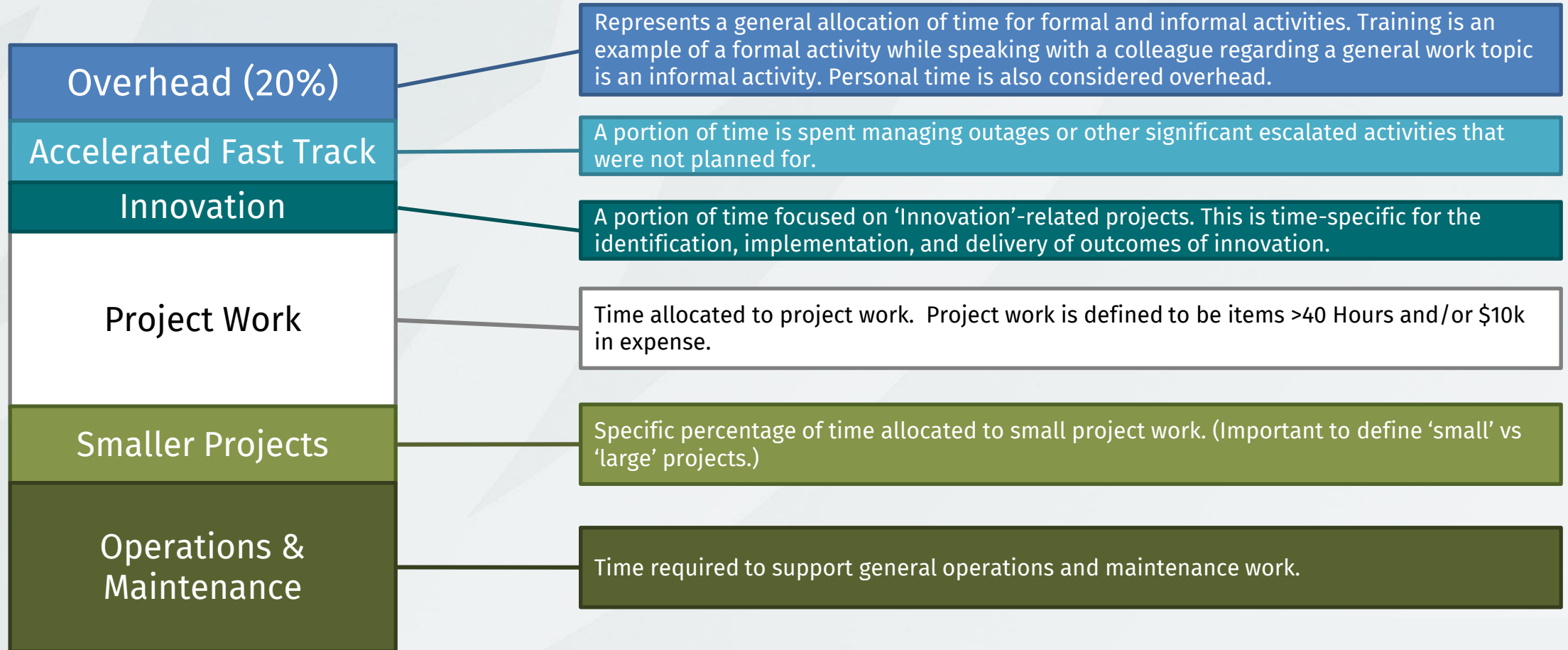
- Budget
  - Includes a 5-year cost projection
- Bi-annual review of competencies
- IS Organizational structure



- Quarterly review of project commitments

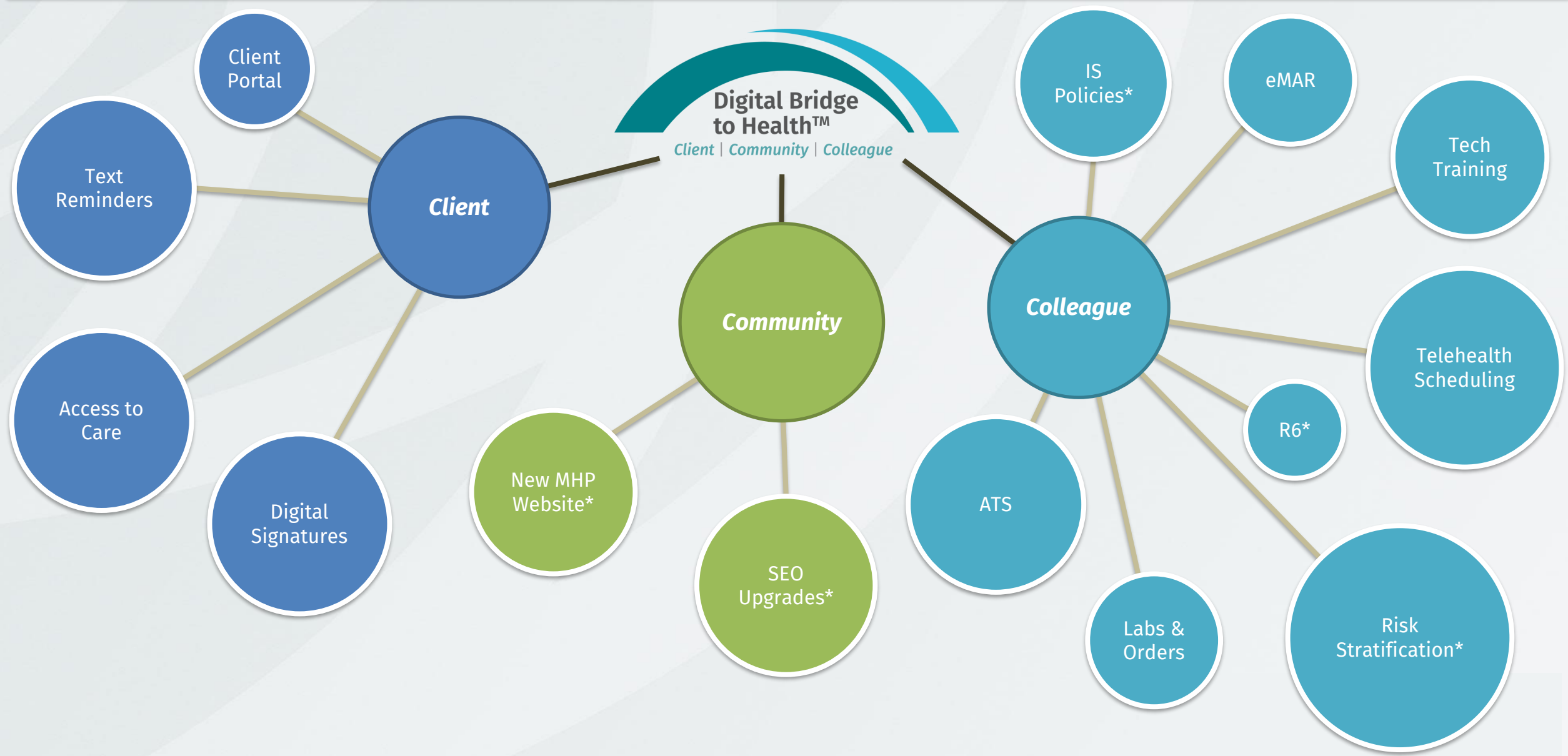


# A Time Allocation Framework



# Organizing a nebulous idea & engaging vendor partners





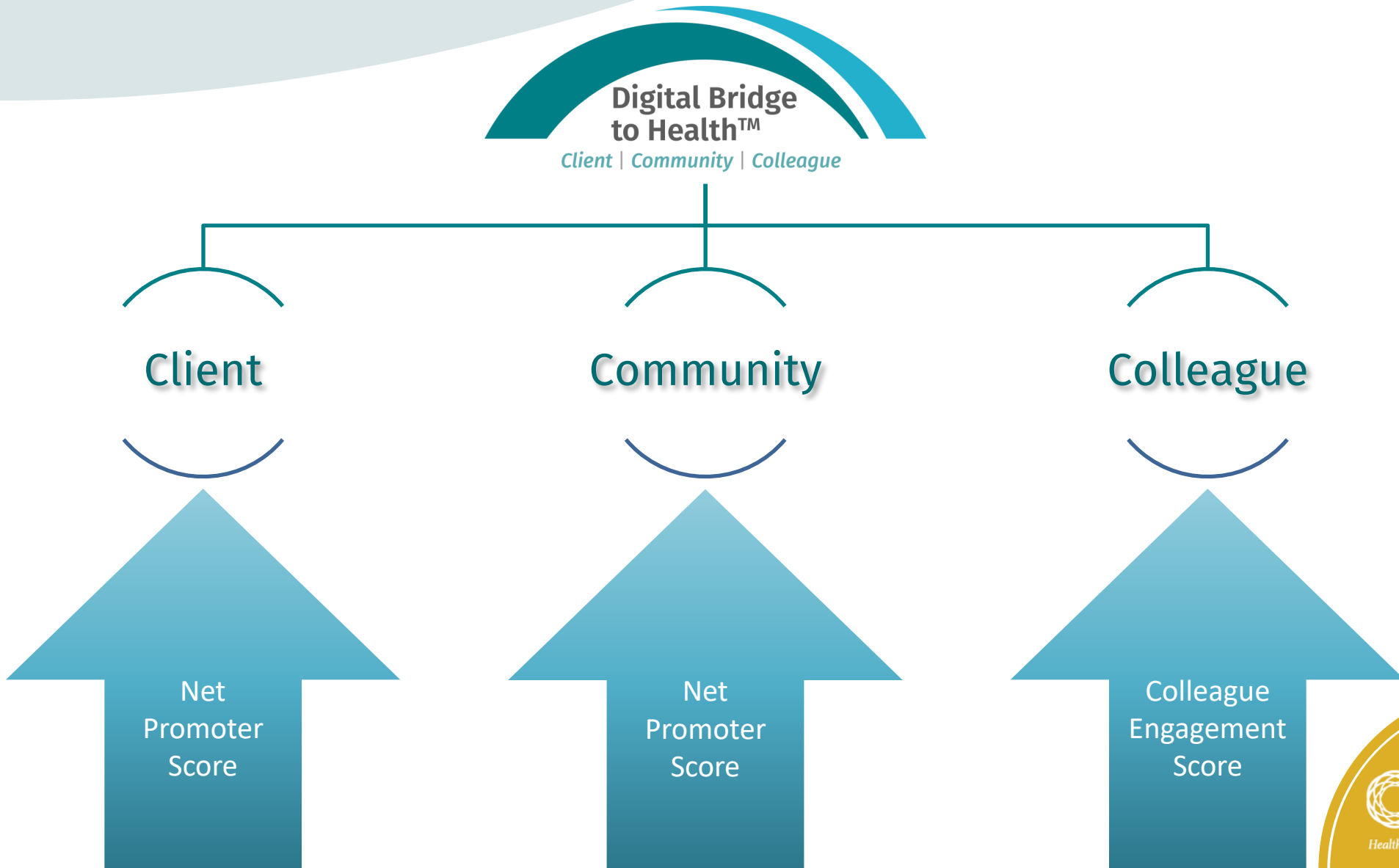
# Partnerships



**Now what? How to measure success**



# What does success mean?



- Andrew Bronson | CIO / VP of IS | [abronson@mhpcolorado.org](mailto:abronson@mhpcolorado.org)
- Kate Benedetto | Manager, Enterprise Applications | [kbenedetto@mhpcolorado.org](mailto:kbenedetto@mhpcolorado.org)

## Questions?