Grand Lake Mental Health Center, Inc.
Health Care Provider (HCP) 34340
Healthcare Connect Fund
Network Plan

INTRODUCTION

Grand Lake Mental Health Center, Inc. (GLMHC) is a not for profit 501(c)(3) corporation formed in 1977. The center provides community mental health services for 11 counties located in the northeast region of Oklahoma. GLMHC's outpatient program is designed to provide a combination of services that include, but are not limited to individual, group and family counseling and crisis intervention services. Services provided are based on client need in order to optimize their ability to live and be successful in their community, home and work environments. GLMHC currently has over 300 employees including licensed psychiatrists, therapists, and clinical and support staff. Access to advanced telecommunications and information services is critical in order for our employees to be able to provide services needed in the communities we serve. During the fiscal year ended June 30, 2015, GLMHC provided over 2,333 Oklahomans with services via telemedicine. This represented over 7,077 actual telemedicine contacts. Remotely (homes, schools and community), approximately 2,594 consumers received a total of 60,360 contacts. The connectivity supported by the FCC's Health Care Connect Fund will enable GLMHC to continue to provide and expand the delivery of quality services as stated in our Mission statement in a fiscally responsible manner.

GOALS AND OBJECTIVES

Element No. 1: Goals and Objectives

To provide a robust and cost effective infrastructure of broadband services to meet health care related broadband needs. The goal of the GLMHC network and its participating Health Care Provider ("HCP") locations has a variety of specific goals and objectives including the following:

1. To facilitate HCP access to Electronic Health Records (EHR) in which broadband connectivity is required to access.

2. To facilitate coordination of care between health care providers by providing access via the broadband network to exchange data.

3. Provide quality health care to patients in its service area.

4. To facilitate access for HCPs to implement telemedicine services

5. To maintain and expand the GLMHC consortium network management systems and capabilities. Provide a cost effective broadband network with the capability to add new HCPs to the existing network in a cost effective way.

STRATEGY FOR AGGREGATING NEEDS

Element No. 2: Strategy for aggregating specific needs of health care providers (including providers that serve rural areas) within a state or region

Implementation of new services/technology over the next several years will be designed to:
- Add new sites to the network as GLMHC continues to grow
- Increase bandwidth, as appropriate, to meet evolving needs of telehealth and electronic medical records
- Upgraded network equipment for high speed bandwidth including access to both wired and wireless Internet access
- Upgraded telemedicine equipment and video for delivery of high quality health care to all patients
- Network monitoring and maintenance agreements to ensure reliability of network services

STRATEGY FOR LEVERAGING EXISTING TECHNOLGY

Element No. 3: Strategy for leveraging existing technology to adopt the most cost effective means of connecting those providers

GLMHC has developed a strategy for adopting existing technology to adopt the most efficient and cost-effective means of connecting to our sites for the provision of health care services.

Installed technology must support the activities at each site in communicating with patients and their families, peers, health care professionals, community stakeholders, reporting agencies, and local, state and federal agencies as follows:

- ✓ Direct access for patients to health care services
- ✓ Access to patient medical records, clinical decisions and charting applications
- ✓ Access to treatment team meetings with staff at remote sites for staff consultations and on each patients treatment plan
- ✓ Access for training to health care staff
- ✓ Access for health care staff to provide health care services to patients in the community

In addition to the above services, the main data site provides primary data center for the agency providing EMR, applications and security for all sites.

GLMHC will continually evaluate its clinical needs and procure advanced technology to support our mission to develop, manage, and deliver innovative, responsive, and high quality health care services.

IMPROVE HEALTH CARE DELIVERY

Element No. 4: How the supported network will be used to improve or provide health care delivery

GLMHC will use the supported network to provide behavioral health services to residents in its service area via telemedicine. GLMHC will use the supported network over the next three to five years to:

- Increase bandwidth to meet the evolving needs of telehealth and electronic medical records
- Upgrade network equipment for high speed bandwidth including both wired and wireless internet access
- Upgrade telemedicine equipment and video for delivery of high quality mental health services
- Upgraded network security to protect users and meet state, local, and federal requirements
- Network monitoring and maintenance to ensure reliability of network services

PRIOR EXPERIENCE

Element No. 5: Any previous experience in developing and managing health information technology (including telemedicine) programs

GLMHC has many years of experience in developing and managing health information technology, including telemedicine programs. GLMHC also has many years' experience in developing and implementing complex networks and systems to support technology in behavioral health, including real time applications like telemedicine and electronic medical records.

PROJECT MANAGEMENT

Element No. 6: A project management plan outlining the project's leadership and management structure, and a work plan, schedule and budget

Project Leadership and Management Structure

Donna Aultz	Finance/Human Resources Director
Charles Danley	Chief Executive Officer
Jeremy Hume	Chief Information Officer

Work Plan and Schedule

The following is a preliminary schedule of the work plan and schedule for the consortium:

Topic	Description	Completion Date
FY2017 RFP	Submission of RFP	February 2017
Posting of Competitive Bid for FY2017	USAC posting	March 2017
Bid Submission Deadline	All competitive bids received	28 days after posting
Bid Evaluation and contract negotiations	Review of the bids received and selection of most cost effective. Contract negotiations and signing	28 days of RFP closing date
FY2017 Service	Service under new contract	As soon as possible after contracts signed
FY2017 funding request	Submission of completed FCC Form 462 for all consortium sites	As soon as possible after contracts signed

Budget

A formal budget for broadband services will be developed by GLMHC internally as a result of the competitive bidding process. The 35% match is anticipated to be covered by the Oklahoma Universal Service Fund. Any portions not covered by the Oklahoma Universal Service Fund will be paid through GLMHC operating revenue.