

Avatar Process Improvement Meeting Agenda

10/21/2021

9:00 AM - 10:00 AM

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| Meeting Identity and Mission: | Inclusive, collaborative, agenda driven Continued Process Improvement meeting focused on new state and federal requirements, as well as improving client care and staff experience. |
| Opportunity to: | Share both our voice and needs to impact processes & procedures, create and modify forms and workflows, develop reports and widgets |
| Commitment to: | Bring information back to the groups we represent, gather input and test current projects to ensure they meet our needs |
| Meeting Website: | Avatar Resources / Meetings |

Get Involved!

•To add agenda items, complete the AVATAR request form; contact is David.chicoine@santacruzcounty.us

•Housekeeping items – Please use the raise hand function or the chat box if you have questions, comments, concerns.

AGENDA ITEMS>>>

Introductions

TIME: 5 minutes

STAFF: Dave

1. Dave Chicoine with Nancy as co-facilitators – still open for new leaders
2. Thank you, Linda Cosio, for taking notes last meeting

Project Status and Updates

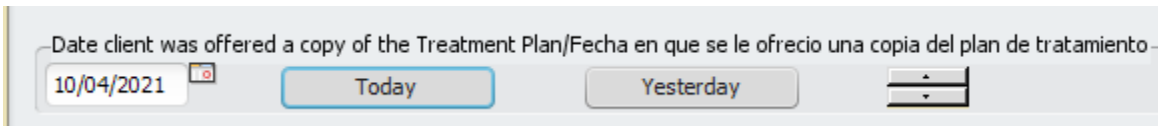
1. **DMC-ODS Pre-Admit Workgroup Report Out** STAFF: Casey Swank TIME ALLOTTED: 10 mins
 - a. Decided on Pre-admit / but want to simplify the workflow.
 - b. Brief ASAM, rfl data
 - c. Currently all on ppr so it's fast [per her]
 - d. Creation of avatar consent for this, brief ASAM, refls, no dx, no LPHA involvement. Replicating current process.
 - e. Casey Swank is going to send out something about this.
 - f. **Is UAT being built? What IT resources are in the workgroup?**
2. **NEW REPORT! Test MH User Compliance Report** is now in LIVE. STAFF: Nancy TIME ALLOTTED: 10 mins
 - a. The report was developed for all providers to have a compliance report; supervisors have the program-level report.
 - b. A new field was added called "Plan Offered" to show that the plan offered date was documented per DHCS. The question is not "red".

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Treatment Plan form:



- c. SUDS Supervisor Compliance Reports – need tester and IT for update workgroup.
- d. SUDS Group Rehab: clients from more than one program.
 - i. Programs w/ different LOC
 - ii. Age Group: Cannot do 2 LOC's for adults/ minors but if same LOC then you could.

3. Psychosocial Assessment

STAFF: Dave TIME ALLOTTED: 15 mins

NEW REQUEST: Proposed Change: In psychosocial assessment, medical information section, remove "yes-no" button from the question "Client has been referred to MD for medication evaluation and/or to rule out physical health factors, which may impact client's functioning". Replace with options (1) The client has not seen their doctor to discuss the presenting problem and we are making a referral, or (2) Client/guardian states that presenting problem has been already discussed with their doctor.

4. Client Alerts Cleanup

STAFF: Dave TIME ALLOTTED: 5 mins

- a. Reception workflows? (Flor)
- b. Other workflows?
- c. Reports to help with cleanup? Yes – we have an AVATAR Report
- d. Propose a training for select staff; emphasis on time-limited, form-limited Admin Client Alerts.

5. Updating Appointments Erases Data

STAFF: Flor TIME ALLOTTED: 5 mins

- a. Problem with status of appts getting deleted if someone else does a second status update (Flor Perez, County Reception): We need a way to document multiple notes by different people about an appt. Also, if a client cancels, we have no way of having verification that the client cancelled because the appt just disappears.

Action Items

TIME: minutes

- 1. NEW ACTION ITEM

Parking Lot

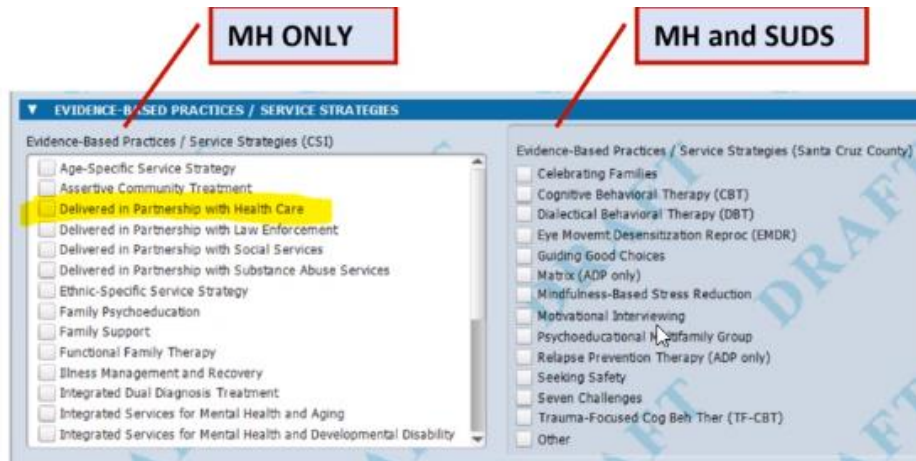
- 1. **CSI Data Cleanup**
- 2. **Enrollment Process / AVATAR intake forms:** Do we use it or eliminate it?
 - a. Claire: ??Discussion of creating a form that provides permission for giving a referral to other resources??
- 3. **Sticky Notes:** Issues with sticky notes both disappearing when you don't want them to, and hanging around when you don't want them to.
 - a. Robt? W/ conserved clients. Sticky notes at the bottom of the list might not be visible bc there is not enough room.
 - b. Possibly having an expiration date on certain types of warnings. Flor is culling currently.
- 4. **Evidence Based Practices (EBPs)** STAFF: Claire

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- a. Topic: Use of evidence-based practices in the General Purpose Progress note to meet the state requirement of Documenting Coordination of Care –DHCS for MH requires demonstration of coordination of physical and mental health care.
- b. Table for now due to audits?



Next Meeting

Day/Date: Thursday, 11/4/21

Time: 9 AM – 10 AM

Attendees

Attendee