Avatar Process Improvement Meeting Agenda
3/24/2022
9:00 AM - 10:00 AM

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:	Click here for meeting agendas and minutes. 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. **Next meeting – April 7, 2022**
2. **Introductions: name, program**

Announcements

1. Agendas and meeting minutes are posted on the Avatar Webpage, **Meetings Subpage**.
2. After an Avatar update on 3/11/22, there have been several glitches and malfunctions. County IT department is working with NetSmart on these.
   a. View issue with seeing treatment plans in the chart.
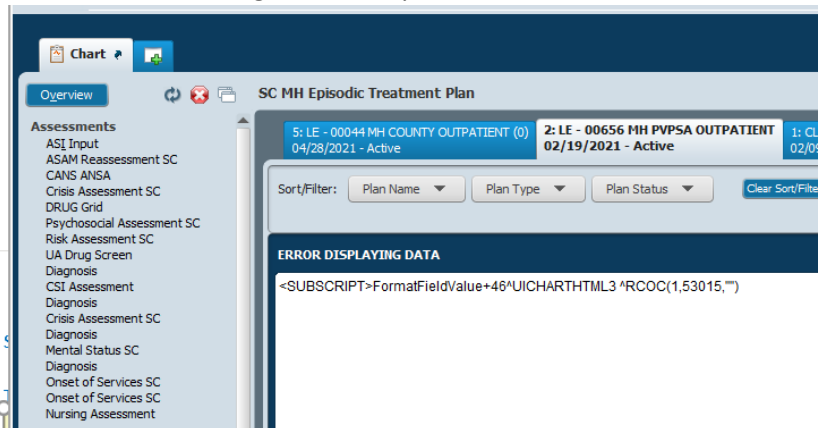
    b. Workaround is to use sort/filter buttons in chart view to limit the number of treatment plans in the view, or simply open the plan to look at it. You will have to do this from the home console. If you would like more information about this, please send a message to nancy.mast@santacruzcounty.us

    c. We are having trouble Voiding some scanned documents. Please be very, very careful when scanning in documents for clients in sequestered programs. If an error is made, it may be very difficult to remove that document.

3. **MEDICAL INFORMATION section on Psychosocial Assessment**   STAFF: Dave TIME ALLOTTED: 5 mins

    a. This project is completed except for adding changes to LIVE. Update has been postponed. There was a recent Avatar update which has caused several glitches. Waiting for this to get ironed out before moving the completed form into LIVE.
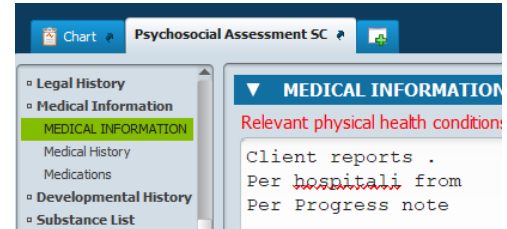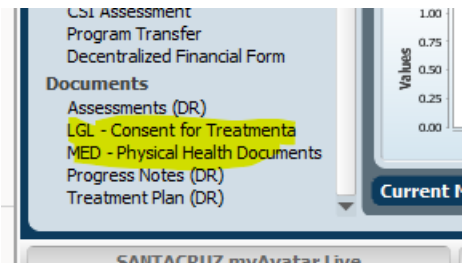
Project Status and Updates

1. **Request to add a new category to the Documents section in charts for correspondence.**

    STAFF: Kayla Gray   TIME ALLOTTED: 10 mins

    We used to have this with paper charts, and we send letters to clients that we put in charts. It would make it easier to find these items. Input from reception? Input from others?

2. **Children's Intensive Support Services (ISS) assessment and tracking**

    STAFF: Stan Einhorn TIME ALLOTTED: 10 mins

    a. **BACKGROUND: All CMH clients must be assessed at admission and every six months to see if they qualify for enhanced, intensive services, per new state regulations.** Current procedure involves paper forms and a spreadsheet. There are two paper forms, an assessment form, and a referral form. The referral form is filled out depending on the outcome of the Assessment. Assessment is done at intake and every six months thereafter. This is a complex procedure with multiple forms and multiple points of decision-making by several people and therefore is more appropriate for a subcommittee.

    b. For TAY age clients in Adult MH Programs, both county and contractors need training in this system.

3. **Request to update the SC MH Short Treatment plan to have the headings in both English and Spanish like the other treatment plans.**   **STAFF: Sarah Tisdale/Nancy**   **5 mins**

    a. Preview in UAT.

    b. We are committed to facilitating Spanish in Avatar and want to remain culturally humble.

    c. Done and in UAT except for labels for Problems on the plan builder page (second page) which need to be fixed by Netsmart. Ticket has been filed with Netsmart.

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4. **CANS/ANSA Spanish question labels in Spanish**   **STAFF: Robert Annon**   **10 mins**

    a. To make the form more culturally available and to facilitate reading the form to the parent/guardian in Spanish.

    b. Lauren Fein is the manager of CANS/ANSA implementation. Regarding the paper versions of these forms, information from CMH/Lauren Fein is that the age 0-5 and 6-20 versions of the form, at least on paper, have been updated for Spanish. The 20+ version is still in process. These updates are being done by the Community Data Roundtable, which is the vendor for our CANSA web based services.

    c. We need to have input from Spanish-speaking line staff who currently use this form to understand current practices. Sarah Tisdale will talk to Spanish speaking staff at Encompass.

    d. IT will need specific language for the Avatar form if we decide to update in Avatar.

    e. Limitations on adding to dictionary items (40 chars max). We have enough space to update labels as needed, but they will need translation before they can be added.

    f. Robert Annon to follow up with Lauren Fein.

5. **ROI Avatar forms**   **STAFF: Gian/Nancy**   **TIME: 10 mins**

IT working to separate Spanish/English versions because combining was causing the report to take too long to run.

Action Items

1. SC MH Short Treatment plan to have the headings in both English and Spanish (Nancy Mast)
2. Children's Intensive Support Services (ISS) assessment and tracking workgroup to be organized. (Stan Einhorn)
3. Send out final info notices for a) Changes to Telehealth/Phone Text Templates, and b) Changes to Psychosocial Assessment Medical Info section. (Nancy)

Parking Lot

1. California Advancing and Innovating Medi-Cal (CalAIM) discussion.
2. Project list review and update for new year.
3. Possible updates to Evidence Based Practices (EBPs) question in progress notes. Keep in parking lot for now since CalAIM will change this most likely. 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.
4. DMC RTAR Form (Residential Pre-Authorization Form) – Conversion from Paper Form to Avatar Form STAFF: Amanda Crowder - This paper form is used for authorizing residential substance use treatment placements. There is a tight legal timeframe on these placements and having this info in Avatar would be helpful for tracking. We may need to hold off on this as this procedure may change with Cal-AIM.
5. DMC-ODS Pre-Admit Workgroup Report Out   STAFF: Sarah Tisdale The primary task of this workgroup is currently specifications for the Avatar version of the ASAM Screening tool.

Attendees