

# Avatar Process Improvement Meeting Agenda

7/14/22

9:00 AM - 10:00 AM

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

## Get Involved!

•To add agenda items, complete the [AVATAR request form](#); contact is [David.chicoine@santacruzcounty.us](mailto: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 – July 28, 2022
2. Introductions: name, program
3. Agendas and meeting minutes are posted on the Avatar Webpage, [Meetings Subpage](#).

### Announcements (All CalAIM this week)

- **The main Avatar Process Improvement Meeting (this meeting) will have two main areas of focus:**
  - Report up from smaller workgroups
  - Other selected CalAIM topics
  - Parking lot items will remain in parking lot unless they are urgent.
- **CalAIM documentation changes for MHP and DMC-ODS took effect 7/1/22.**
- **Two Information Notice regarding CalAIM, from the County QI Department came out 7/5/22.** It describes the CalAIM changes that took effect on January 1, 2022, as well as those that will start on July 1, 2022. These are posted on the [County CalAIM Webpage](#):
  - [MH CalAIM Info Notice](#)
  - [DMC CalAIM Info Notice](#)

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- **QI CalAIM Office Hours:** In order to support line staff, supervisors and managers with implementation, the Santa Cruz County BH QI Department is hosting two different CalAIM office hours. These are Teams meetings.
  - Meeting times:
    - Fridays, 9 AM-10 AM, starting July 8
    - Tuesdays, every other week, 3 PM-4 PM, starting July 12
  - Topics: CalMHSA Training Topics (one per week), Other ideas?
- **Avatar CalAIM Workgroup**
  - First workgroup met on 7/7/22.
    - This was a very large group. (Lots of interest!)
    - Discussed implementation strategy
  - Need to focus on workgroup stakeholders relative to the topic.
  - MH psychosocial is first focus of the meeting. We will start working on specific requirements of assessment per CalAIM in the light of our current psychosocial.
  - Next form/change area to work on? DMC and MH programs may be differently affected by changes. Which programs are being impacted? Do we have the right people in the room?
    - Problem List (Do first on 7/28? DMC and MHP both). The Problem list has been updated in UAT to reflect some CalAIM changes. This was a Netsmart update. How do we feel about it? Please check it out.
    - Updating progress note forms
    - Daily progress notes for residential, including billing codes
    - Treatment Plans
    - Diagnosis form
    - QI monitoring tools (reports and widgets)
    - Other selected CalAIM topics
    - No wrong door billing, workflows, etc...
- **DHCS sponsored CalAIM trainings** are available on the [CalMHSA Learning Management System \(LMS\)](#) for service providers and management. You need to sign up for their virtual training system (LMS) before you can take these trainings. Register for the trainings using the link below:

[CalMHSA-LMS-Instructions-5.24.22.pdf](#)

**County BH recommends that all providers take these trainings to learn more about the CalAIM changes.**

## Project Status and Updates

### 1. CalAIM Workgroup 1: Psychosocial (Mental Health Programs Only)

## Action Items

1.

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## Parking Lot

1. Proposed New Filing Category for Scanned Correspondence in Chart
2. New Form Being Developed to Replace the SC Med Service Progress Note – This will add a diagnosis to the Med Note as well as other automation that doctors want.
3. Project list review and update for new fiscal year 2022-2023.
4. ROI Avatar forms. IT working to separate Spanish/English versions because combining was causing the report to take too long to run.
  - a. Splitting output.
  - b. Button to select Spanish
5. 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.
6. 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.
7. 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.
8. Documenting TBS Authorization History. Adriana Bare working on this?
9. Tracking Adult Residential and Crisis Residential Timeliness: Telos, EDC and Casa Pacific must measure time between request for the bed, approval of transfer, and actual client date of client's admission. I.e., when there is a request for a bed in one of these programs, how long does it take for the approval of the bed, and how long does it take to actually get the client into that facility. This is a request from EQRO state auditors.
10. Children's Intensive Support Services (ISS) assessment and tracking (Stan Einhorn) Meeting to be organized.
11. PENDING Netsmart Solution: Request to update the SC MH Short Treatment plan to have the headings in both English and Spanish like the other treatment plans. All sections except Interventions have been moved to LIVE. There is a problem adding only the intervention section that has been reported to Netsmart.
12. Avatar "NX" (new version of Avatar coming) - Move to parking lot until NX development by Netsmart is more advanced. IT Staff going to a conference on this. IT dept has been having regular meetings with Netsmart re NX.
13. CANS/ANSA Spanish question labels in Spanish - Question labels are translated and can be viewed in UAT. Lightbulbs are on hold. We are waiting for information from Community Data Roundtable which may have the information we need for lightbulbs. Lauren Fein is project manager for CANS/ANSA and is taking the lead on that.
14. Tracking Adult Residential and Crisis Residential Timeliness (Dave)

## Attendees

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