

Avatar Process Improvement Meeting Minutes

6/30/2022

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: Nancy

1. Next meeting – July 14, 2022
2. Introductions: name, program
3. Agendas and meeting minutes are posted on the Avatar Webpage, [Meetings Subpage](#).

Announcements (All CalAIM this week)

- **CalAIM documentation changes for MHP and DMC-ODS take effect 7/1/22.**
- **An Information Notice regarding CalAIM will be coming from the County QI Department the week of 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.
- **QI CalAIM Office Hours:** In order to support line staff, supervisors and managers with implementation, the Santa Cruz County BH QI Department will be hosting two different CalAIM office hours. These will be virtual meetings. More information about how to attend coming soon. Meeting times:
 - Fridays, 9 AM-10 AM, starting July 8
 - Tuesdays, every other week, 3 PM-4 PM, starting July 12
- **Avatar CalAIM Workgroup forming**

Avatar Process Improvement Meeting Minutes

6/30/2022

9:00 AM - 10:00 AM

- A new Avatar meeting specific to CalAIM will be starting soon, hopefully July 7. It will meet every two weeks, on alternate Thursdays, opposite our regular Avatar Process Improvement Meeting.
- In this CalAIM-specific meeting, we will discuss restructuring Avatar forms and revising workflows in the light of CalAIM. All are invited. Please let Nancy know if you are interested and she will put you on the meeting invite. The meeting will be every Thursday at 9 am (on alternate weeks from this meeting).
- Topics may include: Updating progress note forms, Updating Psychosocial Assessment SC form, Problem List and Treatment Plans
- Reports – Revising current reports and creating new monitoring tools
- **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.

- **NetSmart has added and update in UAT for the Problem List to address CalAIM changes. Please check it out!**

Project Status and Updates

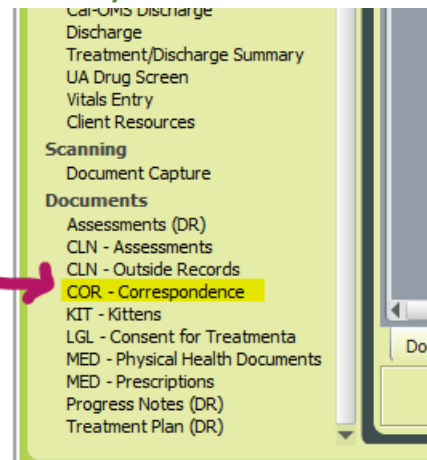
1. Proposed New Filing Category for Scanned Correspondence in Chart mins

STAFF: Nancy 10

- See UAT, test client #11 for an example of how this looks.
 - A small workgroup to work on this will be organized.
 - Participants: Maya Jarrow (Janus), Flor Perez (County Clerical), Dave Chicoine, Nancy Mast, Claire Friedman, Others? MA staff? Children's programs?

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. STAFF: Dr. Threlfall 10 mins

- Form will also have an MSE that will replace our current MSE. Form will be simpler. Docs will fill out inside their medical note, but it will be in the chart as a separate document, just like our current MSE. Non-medical staff would fill it out separately, just like our current MSE.
- Committee recommendations: Medical line staff, including nonphysician practitioners such as RNs who use the form should be involved, as well as representatives from DMC programs. Sara Tisdale will reach out to those individuals, including Anthony Jordan, DMC manager. Other medical directors should be involved in this project. Information about the medical note was discussed in the last medical directors meeting.



Avatar Process Improvement Meeting Minutes

6/30/2022

9:00 AM - 10:00 AM

- 3. Residential Daily Summary** – With CalAIM, residential programs will need to write a daily summary. Some programs already do this, others write a weekly summary. There have been questions about how to document this, and whether they need to be changes to the progress note form, or additional billing codes this purpose. This topic will be moved over to the CalAIM.

Action Items

- 1.

Parking Lot

1. Project list review and update for new fiscal year 2022-2023.
2. 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
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.
6. Documenting TBS Authorization History. Adriana Bare working on this?
7. 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.
8. Children's Intensive Support Services (ISS) assessment and tracking (Stan Einhorn) Meeting to be organized.
9. 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.
10. 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.

Avatar Process Improvement Meeting Minutes

6/30/2022

9:00 AM - 10:00 AM

11. 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.
12. Tracking Adult Residential and Crisis Residential Timeliness (Dave)

Attendees

Jessica Stone, Paulina Uribe, Julie Krokidas-Wooden, Jace Freyman, Dagny Blaskovich, Robert Annon, Kayla Gray, Gian Wong, Karen Hackett, Stan Einhorn, Dave Chicoine, Claire Friedman, Briana Kahoana, Nancy Mast