

Avatar Process Improvement Meeting Agenda

2/25/2021

9:00-10:00 AM

Microsoft TEAMS Meeting

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, 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, contact Melissa.McCuiston@santacruzcounty.us
- Per County Virtual Meeting Protocols - keep your camera on at all times and mute your microphone except when you are speaking

1. Good Morning!

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- I. Project List - Any items for discussion? Any additions or deletions?
 - A. Change Request Form and the Process Flow Chart Template (for requesting Avatar changes)
 1. Thank you for using the Change Request Form and the Process Flow Chart Template to help describe the form, report, or change you need in Avatar. These forms help expedite the process of figuring out how to design a new item for Avatar.
 2. Send completed Change Request Forms and Process Flow Charts to Melissa McCuiston. These will also be posted in the meeting "Files" area on Teams.
 - B. Removed from Project List
 1. MH supervisor compliance report - This is complete. We now need to work on the SUDS version of this report, which was added to the list.
 - C. Added to Project List
 1. CANSAs - Parameters of what is needed around this form may have changed. Karen Kern is facilitating ongoing meetings with Eli Chance and Melissa McCuiston. The main question this group is examining currently, is whether or not it's feasible to add CANSAs/ANSAs to MH treatment plans. To see an example of how this is working in another plan type, see the SUDS treatment plan, where ASAM elements are added to problems on the Plan Builder Page.
 2. SUDS version of Supervisor Compliance Report

Melissa

All

Agenda Items

Time

Comments

Staff

2. Announcements	5	I. Announcements:	Nancy
3. Project Status and updates	20	A. ED Alerts Info Notice completed – Will be sent to Managers and Supervisors in the next few days as advanced notice and for feedback, and then sent widely the following week.	All
	20	II. Consent Tracking, ROI Tracking & Potential Widget - There was a productive discussion about using this form, changes needed to adapt from Monterey version, workflows, and whether using the form is the best option for our agency, since the form will need a lot of work and may not work for all contractors. We still need to consider whether or not this form will be useful enough for us to justify work needed to adapt it, AND is there anything about it that would preclude us using it entirely.	Adriana/All
		A. Discussion: Is this form useful enough to justify the work?	
		1. QI needs to look at form for compliance issues, but cannot until after audit season, probably in June. We need to think carefully about the elements in this form - that the form is meeting all state and federal requirements.	
		B. Discussion: Would it be usable by all programs to replace their releases? We need more discussion on whether or not the form is adaptable for use by all contractors. There are concerns that it may not be.	
		1. IT needs to look at feasibility of changing this form and its associated reports for use in Santa Cruz Avatar. Currently, IT has other projects that take precedence.	
		2. Robert Annon will do some initial work on feasibility of using this form in Adult Mental Health System. Nancy will assist with Avatar knowledge/information.	
		C. Discussion: Spanish / SUDS considerations. Can associated reports be adapted to Spanish effectively, and what would the work hours be to do this? Could the form be used by SUDS programs? Do they need it?	
		III. Homeless Indicator Data Cleanup and Capture	
		A. Adriana Bare, Dave Chicoine (QI), Robert Annon (Adult MH), Karen Kern (Adult MH) met in subcommittee to discuss how to best capture this information.	
		1. There are three questions in Avatar that might work for this and that are all being considered, from the Admission form. Client’s Living Arrangements, Current Resident Code, Homeless Indicator which all have advantages and drawbacks.	
		2. FOR CONSIDERATION	
		a. Make whatever question is picked, red/required.	
		b. Make a report with this question and other demographic data that supervisors can use to go over with their team to ensure accuracy.	
		c. SUDS already captures this data on the Cal-OMS Admission and Cal-OMS Discharge.	

		<p>d. We don't know which of these questions/dictionaries is updatable. Nancy will look into it.</p> <p>B. Q: The admission form is episodic. If you fill it out and change info, does this extrapolate to the rest of the system, or do we now have info that conflicts.</p> <p>C. Discussion about when homeless data points are collected.</p> <ol style="list-style-type: none"> 1. Carol Cal-OMS is done at admission and discharge, but there is no way to update in the interim. 2. The regular Admission form can be updated mid-episode, but would take some training of staff, and have systems/workflows put in place to ensure this updating is done on a regular basis. <p>IV. Workgroup Meeting status update and Discussion</p> <p>V. Next Steps</p>	
4. Action Items	5	<ol style="list-style-type: none"> 1. Robert Annon - Initial work on feasibility of using this form in Adult Mental Health System. Nancy will assist with Avatar knowledge/information. 2. Homeless Workgroup – Recruit someone from SUDS to attend the workgroup 	All
5. Parking Lot		ODS Pre-Admit Form	All
Next Meeting:	March 11, 2021 9:00 am		
Attendees:	Casey Swank, Chris McCauley, Claire Friedman, Cybele Lolley, Dave Chicoine, Gian Wong, John Waseilewski, Judy Miramontes, Karen Kern, Kayla Gray, Linda Cosio, Maya Jarrow, Melissa McCuiston, Nancy Mast, Robert Annon, Sarah Tisdale		