

Avatar Process Improvement Meeting Notes

6/3/2021

9:00-10:00 AM

Microsoft TEAMS Meeting

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

Get Involved!

- To add agenda items, contact Melissa.McCuiston@santacruzcounty.us
- Per County Virtual Meeting Protocols – Camera Use and mute your microphone except when you are speaking

Agenda Items	Time	Comments	Staff
1. Welcome to May!	10	<ul style="list-style-type: none"> • Housekeeping items – Please use the raise hand function or the chat box if you have questions, comments, concerns. • Announcements – <ol style="list-style-type: none"> a. Per a request from Robert Annon – Adriana is adding the FIT team to the list of service program choices. b. Discussion: Supervisor Compliance Report – Do we need a report that staff can run for themselves – May have helped with recent Audit issues. c. Project Request Form <ol style="list-style-type: none"> i. Currently, the Project Request form is on the Avatar Web Page. This goes to a dedicated email for just these submissions. ii. We are working on turning it into turned into a web form, on the Avatar Webpage, that anyone can fill out and submit. (No more emailing the form!) iii. There was general discussion around workflows for this form and possibly limiting who can submit. d. Nancy and Melissa working on a redesign of the Avatar Website, including reorganizing and decluttering. Eventually the page will be password protected so we can limit access to county and contractor staff only (don't worry – we will all have access). Right now, anyone on the internet can look at the page. e. Click on this link to see the form: Avatar Project Request. Please do a test and try it out! 	<p>Melissa</p> <p>All</p> <p>Nancy/Gian</p>

<p>2. Project Status and updates</p>	<p>10</p> <p>20</p> <p>15</p>	<ul style="list-style-type: none"> • DMC-ODS Pre-Admit Workgroup: <ol style="list-style-type: none"> 1. Workgroup Status Update: The workgroup is actively discussing the of use of pre-admit and workflows, including which forms to have in Pre-Admit vs. the regular episode. • Consent Tracking, ROI Tracking Form & Widget (In UAT as Release of Information): Although the form is not done, progress is being made. The form is now episodic and there is a widget that where people can quickly see what ROI’s are active, expired, revoked, etc.... There is also a place for the expiration date so clinicians can plan ahead to get new signatures. <ol style="list-style-type: none"> 1. A report that gives more detail about releases is also in progress. 2. There was discussion about workflows involved when a client rescinds a ROI. <p>Data Cleanup Initiative</p> <ol style="list-style-type: none"> 1. Recap: More than just the homeless indicator. The Importance of CSI Data Collection – Information Notice to include information about WHY data is important (Potentially tied to revenue) for staff. 2. There was general discussion about the scope of this current project within the context of the larger project of overall CSI data cleanup. 3. Important to consider SUDS data as well in terms of their data reporting. Some of it overlaps with MH, some does not. For example, the Cal-OMS. 4. Staff console is in progress. 5. Caseload and supervisory cleanup still needed for reports to work. 6. There are many Pre-Admit episodes that should be closed and muddy data. 	<p>Casey Swank /All</p> <p>Robert/Nancy/Melissa/All</p> <p>Nancy</p> <p>All</p> <p>Adriana</p>
<p>3. Action Items</p>	<p>5</p>		<p>All</p>
<p>4. Parking Lot</p>		<ul style="list-style-type: none"> • Updated Project request list. Posted on the Avatar Website. 	<p>All</p>
<p>Next Meeting:</p>	<p>June 17, 2021 9:00 am</p>		
<p>Attendees:</p>	<p>David Chicoine, Nancy Mast, Kayla Gray, Linda Cosio, Maya Jarrow, Jeff Burt, Cynthia Nollenberger, Dagny Blaskovich, Briana Kahoano, Casey Swank, Robert Annon</p>		