

Avatar Process Improvement Meeting Notes

5/20/2021

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 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 [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 – <ul style="list-style-type: none"> a. Melissa on vacation next meeting. Need a volunteer to run the meeting b. Nancy and Melissa working on a redesign of the Avatar Website. Includes automating the Project Request form into an interactive webform. 	Melissa All
2. Project Status and updates	10 20 15	<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 – <ul style="list-style-type: none"> ➤ Melissa on vacation next meeting. Dave C. will facilitate the next meeting. ➤ Project Request Form <ul style="list-style-type: none"> ▪ Currently, the Project Request form is now on the Avatar Web Page. This goes to a dedicated email for just these submissions. ▪ 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!) ▪ There was general discussion around workflows for this form and possibly limiting who can submit. ➤ 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. 	Casey Swank /All Robert/Nancy/Melissa/All Nancy All

		<ul style="list-style-type: none"> ➤ Click on this link to see the form: Avatar Project Request. Please do a test and try it out! ❖ DMC-ODS Pre-Admit Workgroup: <ul style="list-style-type: none"> ➤ Pre-admit episode creation in Live/UAT ➤ 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. ❖ Questions & Answers <ul style="list-style-type: none"> ➤ 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. ➤ A report that gives more detail about releases is also in progress. ➤ There was discussion about workflows involved when a client rescinds a ROI. ❖ Homeless Indicator Data Cleanup and Capture <ul style="list-style-type: none"> ➤ Recap: Importance of CSI Data Collection – Information Notice to include information about WHY data is important (Potentially tied to revenue) for staff. ➤ There was general discussion about the scope of this current project within the context of the larger project of overall CSI data cleanup. ➤ 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. 	
3. Action Items	5	❖ Review ROI and ROI widget in UAT (Legal Forms Tracking)	All
4. Parking Lot		Updated Project Listing – Some updates for discussion	All
Next Meeting:	June 3, 2021 9:00 am		
Attendees:	Adriana Bare, Casey Swank, Claire Friedman, Cybele Lolley, Cynthia Nollenberger, Dave Chicoine, Gian Wong, Haley Whiston, Kayla Gray, Linda Cosio, Lisa Gutierrez-Wang, Melissa McCuiston, Robert Annon, Serena Sage		