

Avatar Process Improvement Meeting Agenda

Meeting Date

Friday, 5/24/2019

9:00-10:00 AM, 1400 Emeline, Conference Room 207

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 policy, create and modify forms, reports and widgets

Commitment to: Bring information back to the groups we represent, gather opinion and test current projects to ensure they meet our needs

Agenda Items

Staff Area

Notes

Skype Meeting Link for 5/17/19:

<https://meet.lync.com/santacruzcountyca-co/barea/Q5CHMT4J>

1. Service Request and Disposition Log Form

All Staff

- SRDL must be used to capture client’s attempts to seek services, accompanying clinical dispositions and appointments offered
- SRDL is also used in other instances:
 - To track incoming referrals from partners
 - To track interactions with clients not yet connected to the system during the engagement period
- There’s a desire to streamline the form and eliminate some fields, perhaps change the order of fields and the logic that drives them
- QI brings suggested improvements to the group to discuss

2. CANS State Reporting

State of California - Health & Human Services, County Department of Health Care Services Performance Outcomes System

Appendix E
Assessment Types

Identifies the type of assessment that was performed for the client. These types of functional assessment tools (CANS and PSC).

VALID CODES:

- "Initial" (Code "1")** The first functional assessment received in the mental health system, initial assessment clients, or for clients who have been previously assessed.
- "Reassessment" (Code "2")** Periodic functional assessments which are assessment and occur periodically (approx. months) until discharge.
- "Discharge" (Code "3")** The last functional assessment received in the mental health system.
- "Administrative Close" (Code "4")** The Administrative Close assessment type the system the patient has either stopped the system and won't be receiving any further assessments. When this type of assessment won't be any functional assessment data.
- "Update" (Code "5")** This functional assessment is performed by identified as urgent by mental health staff frequency as described by the reassessment occur every 9 months (approximately). In all assessments can occur any time between and a Discharge assessment.

Child MH Staff

- Provide update on State reporting, including issues with current data – over 500 CANS reported, all of them errored out except 1.
- Share communication plan and timeline. Form will move to LIVE on May 31st, 2019.
- Disabled 116 items, made 20 items required, added 10 items related to Early Childhood CANS requirements, changed labels for 25 items, added and required Program of Service to the first tab, removed the N/A-Unknown option from 33 items to comply with acceptable options relating to state reporting.
- In future, and after the documentation is updated, we will switch from current 3 assessment types to (Admission, Update Discharge) to the 5 options expected in state reporting

3. PSC-35 State required form

Child MH Staff

- Status of form availability in UAT
- Begin gathering forms since 7/1/18 for entry, deliver to Adriana Bare at 1400 Emeline Bldg K – County will take responsibility for entering saved forms since requirement begin until form is available in LIVE.
- Once form is available County will develop training documentation and share with contractors
- Review County proposed workflow

Next Meeting:

Friday **5/31/19** in Room 207, 1400 Emeline 2nd Floor

Attendees:

In person:
Remotely: