

## Avatar Process Improvement Meeting Agenda

**Meeting Date**

**Friday, 8/31/2018**

**9:00-10:00 AM, 1400 Emeline, 2<sup>nd</sup> Floor, Conference Room 207**

<b>Meeting identity and mission</b>	Inclusive, collaborative, focused, agenda driven, <u>Continued Improvement Process</u> to meet new state and federal requirements, improve client care and staff experience. This group gives us the opportunity to: Share our voice and needs to impact policy, create and modify forms, reports and queries. Also requires our commitment to: bring information back to our respective groups, gather opinion and test current projects to ensure they meet our needs, as well as share the finalized recommendations back with the staff we represent.	
<b>Agenda Items</b>	<b>Staff Area</b>	<b>Notes</b>
<b>REMINDER:</b> How to get to UAT to test the work we do in this meeting		<ul style="list-style-type: none"> <li>- Ask for help from your help desk, who will guide you to create a shortcut pointing to: <a href="https://santacruzuat.netSMARTcloud.com">https://santacruzuat.netSMARTcloud.com</a></li> </ul>
<b>1) CANS ANSA</b>	MH Staff	<p>The meeting will review feedback to decisions made for the CANS 6-20 form. Including the following items:</p> <ol style="list-style-type: none"> <li>1. Employment Module</li> <li>2. Interpersonal Problems (under Mental Health/Behavioral and Emotional needs)</li> <li>3. Exploitation (under Risk Behaviors)</li> <li>4. Relationship Permanence (under Strengths)</li> <li>5. Optimism (under Strengths)</li> <li>6. Family Stress (under Caregiver Needs)</li> <li>7. Fire Setting and the Fire Setting module</li> </ol> <p>The criteria used for this form update is:</p> <ul style="list-style-type: none"> <li>• to capture state required items (the initial CANS 50 and the additional 12),</li> <li>• <u>plus</u> other clinically significant items that can inform our treatment planning process and to capture data on items on which we can make an impact,</li> <li>• <u>while</u> attempting to streamline and eliminate duplication and items without added value.</li> </ul>
		<p>Finalized decisions on the CANS 6-20 form. We will disable 113 items, and will have 76 of the current 237 items required.</p> <ol style="list-style-type: none"> <li>1. Employment Module:             <ol style="list-style-type: none"> <li>a. Decided to Disable, do not need to meet contractual requirements.</li> </ol> </li> <li>2. Interpersonal Problems:             <ol style="list-style-type: none"> <li>a. Related to personality disorder, we will Require it.</li> </ol> </li> <li>3. Exploitation:             <ol style="list-style-type: none"> <li>a. Will change name to “Exploited” and require it.</li> </ol> </li> <li>4. Relationship Permanence:             <ol style="list-style-type: none"> <li>a. Related to multiple placements, guiding the discussion towards attachment, will expect to for staff to cover in Psychosocial assessment. We will consider expanding lightbulb to request staff address placement length, number and with whom.</li> <li>b. We decided to disable it.</li> </ol> </li> <li>5. Optimism, Adaptability, Self Esteem, Organization, Bullying, Frustration Management :             <ol style="list-style-type: none"> <li>a. Covered in psychosocial.</li> <li>b. We decided to disable these.</li> </ol> </li> <li>6. Family Stress:             <ol style="list-style-type: none"> <li>a. Ubiquitous not necessary to call out in CANS.</li> <li>b. We decided to disable it.</li> </ol> </li> <li>7. Fire Setting and the Fire Setting module:</li> </ol>

a. Keep question required, delete the module

b. Include more specific notes on hurting animals in Psychosocial in future under risk factors.

Lightbulbs are valued by staff, we will standardize their formatting, but won't expand to add possible questions. We chose to eliminate the light blue background formatting. We will use standard background (black/gray) with carriage return formatting and bigger font (Html 6 seems to work).

The group will discuss changes to CANS 0-5 on Sep 14<sup>th</sup> and ANSA Sep on 28<sup>th</sup>.

**2) Treatment Plan**

All Staff

We will provide an update regarding issues discovered about the Treatment Plan forms and workflow

Testing a new LPHA date field, that can be edited after the initial submission, in UAT under the (OLD) MH treatment plan. Need to test all scenarios to understand how it affects SUD Tx plan, what routing and rejecting, accepting and all other combinations work. We will discuss testing and finalize decisions on changes to workflow and forms next week.

**3) Last Assessment Widget**

All staff

Review changes to the widget from 8/17/18 to improve performance. CSI and CalOMS dates instead of counters.

Program	CSI	CalOMS	Other Metrics
10 - Psychiatric Inpatient Team	✓	✓	10/20/2018
11 - County - MH Crisis Response Team	✓	✓	10/20/2018
12 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
13 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
14 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
15 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
16 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
17 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
18 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
19 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
20 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
21 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
22 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
23 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
24 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
25 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
26 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
27 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
28 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
29 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
30 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
31 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
32 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
33 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
34 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
35 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
36 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
37 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
38 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
39 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018
40 - Emergency - ADP Youth Crisis Helpline	✓	✓	10/20/2018

Improved performance, CSI and CalOMS changed from counter to dates. Staff need to think about how we will format the same information in a report that can be run for a person's complete caseload and bring back to the group when it's back in the agenda.

**4) Episode Widget**

All Staff

Requested a change to the "Client Episodes Diagnosis" to use most current diagnosis, per episode, instead of admission diagnosis. Status update.

Episode Number	Adult Program	Adult Practitioner	Attending Practitioner	Adult Discharge Date	Episode Date	Episode Type	Primary Diagnosis
196	Telerec - Santa Cruz Adult Crisis				10/20/2018	10/20/2018	Bipolar disorder, unspecified
195	Telerec - Santa Cruz Adult Crisis				10/20/2018	10/20/2018	Schizophrenia, unspecified
194	I.E. - OAKS MH VOLUNTEER CENTR				10/20/2018	10/20/2018	Schizophrenia, unspecified
193	Encounter - Adult Respite Residential				10/20/2018	10/20/2018	Missing Diagnosis

The UAT Episode Widget form shows Current diagnosis, instead of Admission diagnosis. Please test to confirm all is well before we move this widget to LIVE.

**Future and Pending Agenda Items**

- Client Info Widget: Should we add a widget to quickly see key information for a client like: Name, Age, Address, Phone number?
- Brief ASAM form in Avatar – Access to services workflow
- Episode Closings: Analyze and recommend workflows for closing episodes, including what tools are needed for support
- Network Adequacy follow up to additional items needed
- Caseload Report changes - Diagnoses (dates and clinician), ASAM information
- Pending notes report
- Discuss ROI in onset of services form, (ability to click on the boxes)

<b>1) Next Meeting</b>	Next meeting: <b>9/7/18</b> in Room <b>207</b> , 1400 Emeline 2 <sup>nd</sup> Floor.
<b>2) Attendees</b>	Kathleen Alcala, Linda Cosio, Gian Wong, Rose George, Lauren Fein, Cybele Lolley, Nancy Mast, Esther Orellana, Cassandra Eslami, Andrea Turnbull, Bill McCabe, David Chicoine, Lynn Harrison, Emily Sellers, Karolin Schwartz, Celia Goeckermann, Eli Chance, Leah Flagg-Wilson, Stan Einhorn

Web Conference Call information: <https://ocean-aacca.co.santa-cruz.ca.us/797781> Meeting ID code is: **797781** Phone number for audio: **(831)454-2222**