




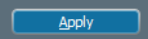

Avatar Process Improvement Meeting Agenda

Meeting Date

Friday, 9/21/2018

9:00-10:00 AM, 1400 Emeline, 2nd Floor, Conference Room 207

Meeting identity and mission	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 both 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.		
Agenda Items	Staff Area	Notes	
REMINDER: How to get to UAT to test the work we do in this meeting		- Ask for help from your help desk, who will guide you to create a shortcut pointing to: https://santacruzuat.netSMARTcloud.com	When testing widgets, remember to "Reload Home View", so the new widgets are visible.
1) Treatment Plan	All Staff	Follow up with any issues from moving Treatment Plan changes to LIVE	One problem reported that needs additional follow up. LPHA submission date was a year ahead, will follow up to identify the trigger and come up with a plan of correction. Any other issues need to be reported to AskQI, so they can be researched and resolved.
2) CSI compliance update	MH Staff	Follow up to confirm staff communicated the 3-stage project plan and gather questions/feedback. Schedule launch of Stage 2.	. Shared CSI Compliance progress report. As of 9/21/18 we have 87% compliance in programs 0-17, which represent 7% improvement largely due to significant improvement in Encompass child programs. The 18+ programs are holding steady at 48% compliance. The report is attached accompanying these minutes. . Reviewed project plan for CSI improvement: Stage 1: (CSI Admission) 25% improvement in Encompass child programs and 3% improvement for County Child programs. Stage 2: (Incorporating Diagnosis additional fields) Working on a CSI manual that includes all screens (featuring Diagnosis additional fields) and scheduling CSI focused training classes starting mid-October. Bulletin announcing the classes and pointing to the CSI manual will be sent out to Managers/Supervisors first, given a week for feedback and then send to all staff. Stage 3: (Ensure complete compliance) in January, after developing a detailed report showing % of compliance and missing information across all fields.
3) Reloading home view	All Staff	As we develop new widgets and make them available in the LIVE environment staff need to reset their home screen to be able to use them. Otherwise, staff won't even know they are there.	Staff value their ability to have flexibility to customize location and size of the widgets in the home screen. A natural consequence of this flexibility is that staff need to periodically refresh/reload the screen, so they see new widgets we've added for their use. Share with staff the following 5 steps, have them do this occasionally and specially after we add a new widget: 1) Click on the "Customize Widgets" icon at the top right corner of the screen.  . 2) Click on the widgets tab

			 <p>3) Click on the “Reload Home View” button at the bottom left corner of the screen</p> <p>4) Click on “Yes” to confirm reload</p>  <p>5) Click on “Apply” to save the changes and return to your home screen. Also located at the bottom left corner of the screen</p> 
4) CANS 0-5 form review	MH Staff	Review committee’s recommendation for the 0-5 age range, which items to discontinue or require	<p>Notes available for today’s review only represent the CANS subcommittee in the county. Staff will take this week to review their notes and come with Final Recommendations on 9/28/18. State required items are marked with a red “R” followed by an EC code in parenthesis (EC 25), which references the item number in the state required list.</p> <p>NOTE: Please be prepared to report on Final recommendations for the 0-5 CANS form accompanying these minutes.</p>
5) Episode Widget	All Staff	Confirm this widget update is working properly and is ready to move to LIVE.	<p>Widget needs to be tested in UAT to make sure it is showing the correct current diagnosis for all episodes. Staff will check and report next week to determine if the updated widget is ready to move to LIVE.</p> 
6) Episodic ALOC form	SUD Staff	Share progress report on this item, which will allow sequestered ALOC form entry to resume.	<p>The ALOC form we borrowed from Riverside does not conform to our sequestered structure. This form is client based instead of being episodic. We will have to start from scratch to make this form compliant to the SYSTEM CODE confidentiality scheme. Since we have to start new, staff will review the form in detail to make sure we have no additional recommended changes. So far staff would like to add the following:</p> <ul style="list-style-type: none"> - Add – Draft /Final - Bring data forward from another episode. The whole form needs to be brought forward, it is intended to be used from Pre-Admit to the treatment episode, or when an agency does not have that level of care and is referring elsewhere. <p>Hoping to be able to have this process completed so the committee can give Final approval on 10/12/18.</p>
Future and Pending Agenda Items	<ul style="list-style-type: none"> ➤ CANS 6-20 to edit, CANS 0-5 9/28/18, ANSA 10/5/18 ➤ Brief ASAM form in Avatar – Access to services workflow (Renamed as Referral form) ➤ 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 – end of October? ➤ Pending notes report ➤ Discuss ROI in onset of services form, (ability to click on the boxes) ➤ Discussion on qualifying for enhanced services eligibility (ICC/IHBS) 		

1) Next Meeting	Next meeting: 9/28/18 in Room 207 , 1400 Emeline 2 nd Floor.
2) Attendees	Gian Wong, Esther Orellana, Eli Chance, Joanna Moody, Nancy Mast, Cassandra Eslami, Sarah Tisdale, Linda Cosio, Cybele Lolley, Briana Kahoano, Bill McCabe, Stan Einhorn, Rose George, Lynn Harrison, Adriana Bare, Lauren Fein, Karolin Schwartz, Andrea Turnbull

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**