

Avatar Process Improvement Meeting Notes

Meeting Date

Friday, 3/1/2019

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) Registration Information	All Staff	Clinical staff would like to use the paper form that was developed in 2016, instead of using old "MHE" forms.	<ol style="list-style-type: none"> 1) Need to verify that the paper form has all needed State Data Collection items from both our prior "MHE" forms AND all Avatar CSI. 2) Paper form then needs updating to make sure it has all items. (Stan)
2) CANS production form	All Staff		<ol style="list-style-type: none"> 1) CANS 6-20, CANS 0-5, (ANSA on hold after data analysis from Praed) (Eli, Lauren) 2) CANS/ANSA in both English and Spanish: Current form is in English only.
3) Supervisor Compliance Report (SUDS)	SUDS	Review recommended changes, report back results and staff feedback <div style="background-color: #c8e6c9; padding: 5px; text-align: center; font-weight: bold;">REPORT IS COMPLETE AND IN LIVE FOR TESTING</div>	<ol style="list-style-type: none"> 1) See SUDS data definition document. 2) Decision made to put a cap on adding fields to form for now, and use/test the report for a few months before readdressing it. 3) "Client" field has been added to the Report Generator Form in Avatar – but the field pulls data for all providers, all programs associated with the client, not just the "clicked" program. Needs to filter out programs not "clicked." 4) There are a few other needed refinements re logic, formatting, etc..., discovered through testing. Dave will talk to Gian about this. 5) ALOCs (both Adult and Adolescent) are now in LIVE so we can see the data in the report. Has been added to clinical roles in Avatar for thorough testing.
4) Report for note timeliness	All Staff	Review recommended changes, report back results and staff feedback.	This is now two reports that we suggest titling: Progress Note Aging Summary Report - AND - Progress Note Aging Detail Report <ul style="list-style-type: none"> • Both reports need to be tested • Reports probably need need new titles: 1) Progress Note Aging Detail Report, 2) Progress Note Aging Summary Report

			<ul style="list-style-type: none"> • Current standard for MH is 7 county business days (no weekends or county holidays) • For SUD 7 calendar days. • MH Reports need to reflect County Business Days (weekends and county holidays don't count) • Date of service = day 1 • Note is late on day 8
5) Current Caseload Report	All Staff	Review change requests other feedback	Not Discussed
Future and Pending Agenda Items These items were updated and reprioritized in 3/1/19 meeting	<ul style="list-style-type: none"> • DISCUSSION 		
		REMOVE: Supervisory report for Report to evaluate compliance for age of notes and presence of Tx plans	<ul style="list-style-type: none"> • Remove – captured elsewhere in other items. See #2 and #10 in this list.
	1	Episodic ALOC form: Subcommittee review Adolescent changes	<ul style="list-style-type: none"> • Currently testing. There are a few things that need to be fixed re algorithms and dictionary population
	2	Report to evaluate compliance for aging of progress notes	<ul style="list-style-type: none"> • See agenda item 4.
	3	Report that shows Program Census, active clients, # of admits and discharges per program, for a given time period	<ul style="list-style-type: none"> • Investigate whether ERS Reports already do this • If not, need these reports
	4	Next CSI Compliance Update 1/10/19	<ul style="list-style-type: none"> • Stan
	5	CANS 6-20, CANS 0-5, (ANSA on hold after data analysis from Praed)	<ul style="list-style-type: none"> • Eli, Lauren
	6	Spanish Symbols in Treatment Plan Text fields are needed	<ul style="list-style-type: none"> • Leads to confusing, and sometimes unseemly Spanish on plans.
	7	CANS/ANSA in both English and Spanish	<ul style="list-style-type: none"> • Current form is in English only.
	8	Episode Closings: Analyze and recommend workflows for closing episodes, including what tools are needed for support	<ul style="list-style-type: none"> • Workflow discussion in process in CMH, working with psychiatry. • Adults?
	9	Network Adequacy follow up to additional items needed	<ul style="list-style-type: none"> • Cybele working with DHCS on this?
	10	Pending notes report Can we add notes that are pending co-signature?	<ul style="list-style-type: none"> • Issue identified with notes sitting in Supervisor My To Do's. These notes are essentially in limbo. They don't show up on reports as a final or a draft note. • Need "Pending Co-Signature" Report. • Education about Avatar Solutions to prevent this – deactivate supervisors that are out.
	11	Discuss ROI in onset of services form, (ability to click on the boxes)	<ul style="list-style-type: none"> • Form needs to be added. • Nancy? Gian?
	12	New form for Medical History and Physical	<ul style="list-style-type: none"> • Nancy? Gian?
	13	New form for Nursing Intake (CSP)	<ul style="list-style-type: none"> • Needs to start by talking to stakeholders
	14	Registration Information – Paper Form	<ul style="list-style-type: none"> • See agenda item 1
	15	KPI Training, Access	<ul style="list-style-type: none"> • Those who did not attend 2017 training need help using KPI Dashboards so it is useful to them
16	PSC-35 (paper form with 35 questions given to parents; part of intake)	<ul style="list-style-type: none"> • CMH would like this in Avatar. Currently data is added to an excel spreadsheet. 	
1) Next Meeting	Next meeting: 3/8/19 in Room 207 , 1400 Emeline 2 nd Floor. Adriana will be back with us! Yay! 😊		
2) Attendees	Dave Chicoine, Nancy Mast, Linda Cosio, Joanna Moody		
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			