

Avatar Process Improvement Meeting Minutes

Meeting Date

Friday, 6/14/2019

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

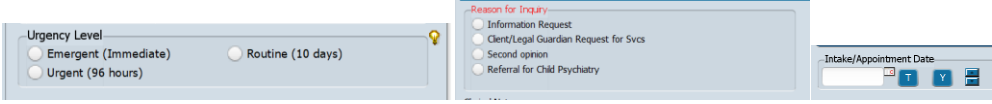
Meeting Identity and Mission: Inclusive, collaborative, agenda driven Continued Process Improvement meeting focused on new state and federal requirements, as well as improving client care and staff experience.
Opportunity to: Share both our voice and needs to impact policy, create and modify forms, reports 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
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Skype Meeting Link for 6/14/19:

NOTE: Skype Meeting Link will come separately from QI, who will be running this meeting.

<p>1. Service Request and Disposition Log Form</p>	<p>All Staff</p>	<p>Reason for Inquiry, key field, needs to match to different workflows we are using the form and will drive timeliness reporting. Decision made to change list/dictionary to the following.</p> <p><u>Reason for Inquiry Dictionary Update:</u> <i>(This will be the complete dictionary after edits.)</i></p> <ul style="list-style-type: none"> • LABEL CHG: Information request (requested by caller; provided to caller) • NEW: Community Information Received • Client / Legal Guardian Req for Services • LABEL CHG: Request for Second Opinion (from Client/Legal Guardian) • LABEL CHG: Request for Psychiatry • NEW: NTP/MAT Request for Services (3-day timeline) • NEW: Engagement/Outreach Contacts • NEW: Crisis Service • For required state reporting regarding timeliness and access to services Date to "Intake/Appointment Date SRDL must be used to capture client's attempts to seek services. Must be when contact/call happened. Answering service should be logged with the time the person called, not when the SRDL entry is made the next business day. Need lightbulb and staff training for this. • SRDL is also used in other instances: <ul style="list-style-type: none"> ○ To track incoming referrals from community partners who are not the legal guardian or client ○ To track interactions with clients not yet connected to the system during the engagement period – crisis services, engagement/outreach • There's a desire to streamline the form and eliminate some fields, perhaps change the order of fields and the logic that drives them <p><u>Current suggestions under discussion:</u></p> <ul style="list-style-type: none"> • Is Client currently using any substances? Proposing to eliminate or transform into yes/no, only available when Referring Party Role = Self • Create clinical disposition clarification of scenarios, perhaps change option titles • Gates, clarify list or programs who are gates and must use SRDL • Move Urgency Level to highlight its importance • Rename Intake/Appointment offered:" Make required when "Referred for Services" disposition is selected • Add a new date field to capture appointment date client accepted, if different from appointment date offered • Consider changing the "potential client section" by adding an "Anonymous Client" option, when that is clicked force ANONYMOUS under the Client Last name and disable all other fields, so staff will not need to enter SSN/DOB/Address/Phone number
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2. CANS ANSA	Child MH Staff	<ul style="list-style-type: none"> • Edited form moves to LIVE on 6/20/19
Next Meeting:	Friday 6/21/19 in Room 207, 1400 Emeline 2 nd Floor	
Attendees:	<u>In person:</u> Lynn Harrison, Nancy Mast, Cybele Lolley, Esther Orellana, Zoe Avalon, Dave Chicoine, Eli Chance, Paul Vitale, Bill McCabe, Brianna Kahoana, Claire Schwartz, Barbara Lehman <u>Remotely:</u> Gian	