

Avatar process improvement meeting

1/24/2020

Last edited: Just now

Attendance:

- Remotely: Sarah Tisdale, Amber Williams, Gian Wong, Chris McCauley, Grace Saldivar-Napoles
- In person: Adriana Bare, David Chicoine, Kristen Claassen, Nancy Mast, Emily Sellers, Bill McCabe

Update on Supervisor compliance Report

Problems with processing time in the report, timing out - Gian is working on solving it
The new report "Test MH Supervisor Compliance by Program" is available in UAT and LIVE for testing

Update on SRDL training

First training last week, received feedback and tweaked dictionary items and light bulb for clarity, today meeting with CSP staff, to begin using it.

Report to manage data needs some more work, for example: add program parameters, date ranges, formatting, math and category calculations. David and Gian will work on proposed changes

If priority choices are needed, the group recommends to invest time in updating the form rather than training in the interim form, to avoid gaps between training and using the form.

Update on Legal Tracking Form demo request

Netsmart is looking to see which update includes the form to identify which upgrade to install to have the form available

Once we have the update installed, we will do fine tuning to dictionary and how we will incorporate into our workflow

NOABD

We are asking Monterey to share their form, include form design, dictionaries, and reports besides the form envelope, if they exist

Discussion on moving prog note to 7 days

Including:

- Detailed information,
- Identify workflow changes,
- Discuss how to prepare,
- Make a implementation target date and plan
- Review current data:
 - By Legal Entity (and program) separate and count notes written in 3 categories:
 - Age of note, calculated by Final Date – Service Date: (0-6 days, 7-10, 11+)

Organizational change to stress that notes are important, for complete, safe and accurate clinical record, no just for billing.

Streamlining note writing, what is valuable and what is extra, making sure it addresses the treatment plan

Are notes taking longer than 10 - 15 minutes to write?

Need to revising creation of : Supervision training - toolkit

Incorporate the use of Progress Note Aging summary report, currently in test mode, to the workflow which show, number and % of notes that are 1-7 days old, 8-10 and 11+,

Need to make the aging calculation match the way the state calculates, the first day as 1 and not 0. change the math to "Final date" - "Service Date" +1

Deployment plan:

- 1) Warning that the expectation is changing - QI Info Notice
- 2) give data to the organization to make sure they are supported - Data parsed out by Legal Entity
- 3) requirement goes into effect

Next week

- test aging summary report and make sure it runs properly and delivers correct (Gian check on processing, staff check on content)
- updates on Legal form and Monterey NOABD
- Notification pollution