

# Avatar Process Improvement Meeting Agenda

2/11/2021

9:00-10:00 AM

## Microsoft TEAMS Meeting

**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 processes & procedures, create and modify forms, reports and widgets

**Commitment to:**

Bring information back to the groups we represent, gather input and test current projects to ensure they meet our needs

**Meeting Website**

[Avatar Resources / Meetings](#)

**Get Involved!**

- To add agenda items, contact [Melissa.McCuiston@santacruzcounty.us](mailto:Melissa.McCuiston@santacruzcounty.us)
- Per County Virtual Meeting Protocols - keep your camera on at all times and mute your microphone except when you are speaking

**Agenda Items**

**Allocated Time**

**Comments**

**Staff**

1. Introductions and meeting overview

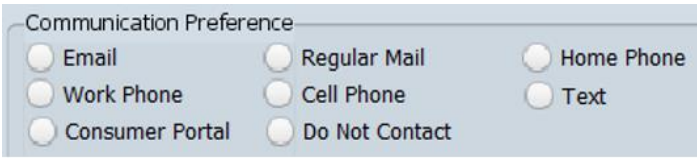
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- 1) Housekeeping items – Teams Meeting Protocols - Please use your camera, and remember to mute your microphone when you are not speaking.
- 2) No changes to the minutes from last meeting.
- 3) Old project list – This list of projects the work group is considering, has been updated and posted to website and TEAMS folder. We did not get to discuss the list this meeting, but will get to this at the next meeting hopefully. This list is from the previous iteration of this workgroup. Feedback, questions, additions, and deletions need to be considered.
- 4) To see previous meeting notes and agendas, go to <http://www.santacruzhealth.org/HSAHome/HSADivisions/BehavioralHealth/AvatarResources/Meetings.aspx>

Melissa

All



<p>2. Announcements 3. Project Status and updates</p>	<p>5</p>	<p>1) Announcements:</p> <p>a) Hospitalization/ED Alerts - A new widget, and new notification system using My To Do's will be implemented soon. This will notify clinicians, who have a particular client on their caseload, if the client is hospitalized at Dominican or Watsonville hospitals. This is either inpatient hospitalization (medical) or a visit to the Emergency Department. This alert system pulls data from the Santa Cruz HIE/HIO.</p> <p>i) Because these alerts are only sent if you have a client on your caseload, caseloads may need some cleanup.</p> <p>ii) Info Notice should be going out soon. Review Info Notice at next meeting.</p> <p>b) Update to Communication Preferences in "update client data" form.</p>	<p>Nancy</p>
	<p>25</p>		<p>All</p>
	<p>15</p>		<p>Adriana/All</p>
		<p>2) Action Item Report out - Consent Tracking, ROI Tracking &amp; Potential Widget (All) "Legal Forms Tracking" form</p> <p>a) This form allows tracking of what releases and other legal forms have been signed. Purpose is to make it quicker and easier to find out whether or not you have a release of information when speaking to another party regarding a client.</p> <p>b) Form is available in UAT. Look for "Legal Forms Tracking."</p> <p>c) Questions/Considerations</p> <p>i) Converting forms to Spanish .</p> <p>ii) Sequestering SUDS program information.</p> <p>iii) Before the committee is the question of whether or not this form is useful enough to justify the work that will need to be done to convert it to what is needed for Santa Cruz. It was obtained from another county. Although the use of this form is promising, it needs a lot of work. Also, would it be usable by all programs to replace their releases? For example, some Encompass programs use their own form.</p>	

- 3) Homeless Indicator Data Cleanup and Capture
- a) Background - Homeless information data collection is a requirement by the State of California. There are multiple questions in the Avatar Admission form that could be used to extract this data. These fields were overviewed in the meeting and discussed regarding potential usage for tracking client homeless status. Currently, these questions are not being utilized consistently, and thus aggregate homeless data for county clients is poor.

- b) Potential Workflow changes/development were discussed.
- c) Benefits/drawbacks of the three fields were discussed.

4. Action Items	5		All
5. Parking Lot		ODS Pre-Admit Form - Discussion of creating Pre-Admit episodes for SUDS programs. This will require ongoing work, including workflows, identifying forms to be used, services that may be billed in these preadmit episodes. Will discuss next week.	All
<b>Next Meeting:</b>	<b>February 25, 2021 9:00 am</b>		
<b>Attendees:</b>	Adriana Bare, Alexander Threlfall, Briana Kahoano, Casey Swank, Chris McCauley, Cybele Lolley, Cynthia Nollenberger, David Chicoine, Erik Riera, Gina Wilhelm, John Wasielewski, Jorge Fernandez, Judy Miramontes, Karen Kern, Kayla Gray, Linda Cosio, Maya Jarrow, Melissa McCuiston, Nancy Mast, Robert Annon, Sarah Tisdale,		