



Health Management System (HMS) Meeting

January 11, 2013

11:00am - 1:00pm

Agenda

- I. Welcome and Introductions** Ariel Morel, Program Manager
Melvin Hernandez, Quality Improvement Specialist
- II. HMS SIG Conference Call Wrap Up**
➤ **HMS “How To Guide” – Final Version**
- III. HMS Minutes**
Review of December 14, 2012 Minutes
- IV. HMS ACCESS – New Process**
➤ To: DLHMSSupport@doh.state.fl.us
➤ CC: HMSACCESSMD@hscmd.org
- V. Quality Assurance & Improvement**
- a. HMS Reports**
None
- b. Quarterly Report**
None
- c. Monitoring Visits**
- i. Upcoming visits:
- Our Olive Branch: January 15, 2013
 - Miami-Dade County Health Department: January 17, 2013
 - Miami-Dade Area Health Education Center: January 24, 2013
 - Great Guidance: January 31, 2013
- ii. Entering within appropriate time frames in HMS (3 days from Date of Service)
- “Starting” an initial contact within 3 days but then not really filling it out until weeks/months later
 - Audit History report
- d. Hosting classes at your facility**
- e. Care Plans**
- i. Open Date should match MDCHD date stamp
(This will help you keep a true tally of cases assigned
Each month)
- f. Care Coordination**
- i. Documentation as it relates to: Twins, Triplets and multiple births
- Open Discussion** All

Next HMS Meeting: Friday, February 8, 2013 at 11:00 a.m., Healthy Start Coalition of Miami-Dade, Suite 1401



Health Management System (HMS) Meeting
January 11, 2013
11:00am - 1:00pm
Minutes

Staff Completing Minutes:

Melvin Hernandez, Quality Improvement Specialist
Ariel Morel, Program Manager

Meeting Started at 10:45 am
Meeting Ended at 1:00 pm

HMS SIG Conference Call Wrap Up

- **HMS “How to Guide”** – Final Version (hard copy) was shared with the HS Providers present. HSCMD advised they would send out an electronic version of the document to all HS Program Managers to then share with their team.

HMS Minutes

Minutes were approved for the months of November 9, 2012 and December 14, 2012. Some additional grammatical changes were made along with addition. Margie Aragon of UMNICU moved to approve the minutes as they were with necessary changes and additions and this was second by Carrie Manigat of NDHC. The rest of the HS providers present agreed.

HMS ACCESS – New Process

- To: DLHMSSupport@doh.state.fl.us
- CC: HMSACCESSMD@hscmd.org

Ariel emphasized the importance of the process as it relates to requesting Citrix/HMS Access in Miami-Dade. All providers were given the above e-mail accounts again and the providers were reminded that to ensure they are used when requesting access as a new protocol was being developed by the HSCMD and once completed with DOH will be distributed with all the HS Providers. In addition, Manny and Natalia reviewed and shared a list of ALL distribution list e-mail addresses at the HSCMD:

- ADMIN@hscmd.org – this e-mail should be used for fiscal and HR related matters to also include the deletion of a staff member for Citrix/HMS
- HMSACCESSMD@hscmd.org – (**NEW**) – this is to be used when requesting to add and/or delete a staff member from Citrix/HMS
- Training@hscmd.org – e-mails as it relates to Training Requests
- BTMD@hscmd.org – this relates to the Breastfeeding Task Force of Miami-Dade and initiatives as it relates to this activity
- BIHPI@hscmd.org – this relates to the Black Infant Health Practice Initiative efforts in Miami-Dade
- DATA@hscmd.org – this relates to the Needs Assessment/Data Committee topics
- FIMR@hscmd.org – this relates to the Fetal Infant Mortality Review efforts in Miami-Dade
- SHARE@hscmd.org – this relates needing information for Bereavement services in Miami-Dade
- HMS@hscmd.org – (**not discussed during meeting**) – this relates to HMS related topics, changes and/or issues. This is e-mail list contains ALL Miami-Dade HMS access users.

Quality Assurance & Improvement

- a. **HMS Reports**
None



b. **Quarterly Report**
None

c. **Monitoring Visits:** Melvin mentioned the upcoming visits:

- Our Olive Branch: January 15, 2013
- Miami-Dade County Health Department: January 17, 2013
- Miami-Dade Area Health Education Center: January 24, 2013
- Great Guidance: January 31, 2013 – Re-scheduled from December

- Ariel advised that all Corrective Action Plan (CAP) are supposed to be sent within the specific time frame as stated within the monitoring letter. Melvin emphasized the need to ensure that the CAP addresses all the deficiencies and what plan of action the program intends on making to make things better moving forward.
- All HS Providers were advised that the HSCMD has been ensuring that all programs have received their respective response to the monitoring visit within 30 days as initially indicated during the beginning of the year. This is a new process for the HSCMD and so far, the deadlines have been met.

Entering within appropriate time frames in HMS (3 days from Date of Service)

- “Starting” an initial contact within 3 days but then not really filling it out until weeks/months later – Ariel provided examples of what is not appropriate for staff to do. It’s been noted that all HS providers have this issue happening at their site. Staff are “creating” an initial contact and/or IA and not inputting actual comments/information until weeks and at times a month or two later. This practice needs to stop immediately and the HSCMD recommends that all Program Managers strategies with staff on how to ensure that documentation time is incorporated appropriately within their work day.
- Audit History report – Melvin and Ariel advised all HS Program Managers present that this report is being utilized to help determine the accuracy of when data is being entered. Ariel advised that this feature becomes available once something has been changed and captures all changes. Ariel advised that everyone in HMS – Basic User and Healthy Start security profiles have access to it.

Hosting classes at your facility - Melvin and Ariel emphasized the importance of utilizing specialized providers who provide unique/specific services such as the following: Nutrition (Wellness for Life), Conscious Discipline (Brainheart Guidance) and Home Safety/CPR (Miami-Dade AHEC), Happiest Baby on the Block, Happiest Toddler on the Block (Great Guidance). Ariel stressed the importance that only Program Managers should be scheduling, coordinating and confirming services to be scheduled with appropriate staff within these organizations and not front line staff. All logistics should be handled only by Program Managers. In addition, as it relates to coding, the following was advised:

- **HS Provider Hosting Event:** They are able to code for coordinating services on behalf of the client – example – Care Coordination Not-Face-to-Face when only coordination, setting up the class, contacting the client to invite them to classes, etc.
- **For Specialized Provider:** Can only be the one to code for wraparound service (i.e. Nutrition, Parenting, etc.) if that is the only topic discussed for the class. The hosting provider can code for wraparound services if they choose to split the time of the class with their specific topic and certified educator and enhance the class by having the specialized provider provide their service. Coding can be handled on a case-by-case basis and the HSCMD can be contacted for further assistance.

Care Plans - Open Date should match MDCHD date stamp (This will help you keep a true tally of cases assigned each month). Ariel and Melvin stressed the importance of this process to be consistent with all the HS providers so that when reporting case report for the month, it is consistent with what is being reported by the MDCHD.

Care Coordination - Ariel and Melvin discussed the process of documenting services for clients as it relates to multiple births (i.e. twins, triplets, quadruples, quintuplets, etc.). Everyone was advised that all clients should have their own:

- a. Care Plan



- b. Consent Forms
- c. IC and/or IA completed
- d. Provider Letter(s)
- e. Family Support Plan (FPS)

*****Copies of signatures and/or documents that are signed by the client's mother should not be copied for all subsequent children. Each file should contain an original document.*****

Open Discussion

- Natalia discussed about the Nurturing Parenting Program that will be held on January 28, 29 and 30. It was requested that for those providers interested in attending, they should send in their Travel and Training Request Form for approval by the HSCMD. Handout was provided to the HS Providers to take back to their office and review.
- Manny and Natalia mentioned an upcoming training: Understanding Maternal Depression, Learning to Identify a Complex Mood Disorder. It was requested that for those providers interested in attending, they should send in their Travel and Training Request Form for approval by the HSCMD. The training is scheduled for January 16, 2013. It is being sponsored by the Healthy Mothers, Healthy Babies Coalition of Broward County, Inc.
- The two next MICH Meeting were announced to have been re-scheduled. Subsequent meetings will be held as usual on the 4th Tuesday of each month. The following new dates for January and March were mentioned:
 - January 29, 2013 – 9:30 am – 12:30 pm
 - March 19, 2013 – 9:30 am – 12:30 pm
- Miami Health Guide pamphlets were provided to the providers (small sample given). The HSCMD will e-mail the providers contact information as to how to order more booklets to hand out to their clients.
- Car Seat Safety Event for Healthy Start Employees **ONLY**: Staff was advised of an upcoming Car Seat event open to only HSCMD staff and HS contracted providers. This is not a certification class, but an opportunity for staff members to obtain a car seat. Space is limited; \$20 donation and staff must contact Ariel Morel at the HSCMD to register. Event is on: January 26, 2013 9:30 – 12:00 pm. Staff was stressed that they must come with a car in order to participate. Car Seat Technician will be needed for the event and that it is not work hours, but to be able to gain enough field events to maintain their certifications. For further information, HS providers were encouraged to contact Ariel.
- Margie brought up the question as it relates to HIPAA - which HIPAA date is used when registering the client. Is it the HIPAA date that the client signed the infant screen form and/or prenatal screen or is when the HS provider obtains an actual signature on the consent form. Melvin and Ariel advised they would follow-up with the Program Office and get back to the providers during the next meeting.
- Trace Ticket Request – received from Michelle Robinson of CHI. Would like that a “1st Pregnancy” filter option is made available within the Report Portal, Local Reports, Healthy Start section. This report would be helpful for this provider.
- Manny discussed about the future financial planning of the HSCMD. Manny advised that each provider should conduct a fiscal review of their current funding status and see areas being under spent and to try and reduce their budget as much as possible. An official notification will be sent by the HSCMD next week but wanted to get everyone started as quickly as possible.
- New emphasis on case management for staff being hired. Manny addressed the concerns being expressed by providers of new staff members not becoming and/or being able to become certified as quickly as in years past and Manny advised that as a result of decreased funding, becoming certified may not be as readily available. Manny stressed the importance of utilizing the HS network and to make appropriate referrals within each organization as most senior staff has 2-3 certifications and it is likely that the parent can be referred to someone within and/or within the network. The staffs that are not certified should be more focused on case management. As cases begin to increase from the MDCHD – due to clients being qualified, the emphasis on new staff is to be more orientated with case management. It's also encouraged that those Masters level staff should also maintain a case load.
- Manny stressed the importance of minimizing the use of Self-Referrals to attract and/or find new clients as within the system, there are enough of Healthy Start clients for the HS providers to serve.



- Natalia discussed the need for Program Managers to develop and properly assign cases to their staff. The Program Managers should develop ways to better target case assignments and create a criteria that is beneficial for the clients being served and also the staff serving the clients. Natalia stressed the importance that this function should be done by a Program Manager and not the front line staff.
- Manny discussed the importance of utilizing the appropriate flyers with approved logos and that the HSCMD will forward templates that have been pre-approved. Manny advised that any flyers developed by a HS Provider should be sent to ADMIN@hscmd.org for approval and input prior to distribution to ensure that appropriate marketing efforts are being made.