



**Health Management System (HMS) Meeting
Friday, December 12, 2014
Time: 10:00 am – 12:00 pm
Agenda**

- I. Welcome and Introductions** Ariel Morel, Director of Quality Assurance & Quality Improvement
Melvin Hernandez, Quality Assurance & Improvement Specialist
- II. HMS SIG Conference Call - Discontinued**
- III. HMS Minutes** – Review of November 14, 2014 Minutes
- IV. HMS Access – Reminder**
1. Gain Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain) and CC: HMSACCESSMMD@hscmd.org
 2. Remove Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain) and CC: ADMIN@hscmd.org – within one (1) business day from staff's departure – Reminder: All of staff's remaining cases must be reassigned to the program manager prior to making the request.
 3. Protocols for requesting New Passwords (Reminder)
 4. Timeline to gain access to Citrix/HMS from HSCMD (3 business days from when DOH provides Citrix access)
- V. Healthy Start Programmatic Updates/Changes**
1. Request for Case Transfers (Include participant's zip code) Reminder: E-mail casetransfer@hscmd.org
 2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training
- VI. Quality Assurance & Improvement**
- Monthly & Quarterly Report*
1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QA/QI Team and **not** Manuel E. Fermin, Chief Executive Officer
- Care Coordination*
1. Timeliness Report for November 2014
 2. Protocols for "Completing On Going Services with Targeted Outreach Clients" – Feedback from the field
 3. MomCare Search Request – Reminder HSCP must indicate that the MIS search was completed (On the form)
 4. Documentation by Paraprofessionals (Supervisory Requirements and Authentication) - Discussion
 5. Proper completion of Initial Contact prior to providing wraparound
 6. Communication between HSCPs when completing Initial Contact with a participant who has been assigned to another provider
- VII. Trace Tickets**
- VIII. Other Items/Open Discussion**
1. Coding Training(s):
 - a. Coding Q & A – Will be offered every third Wednesday of every other month; next one will be on December 17, 2014 – 9:30am to 11:30am
 - b. New/Existing Staff Coding Training: Tuesday, December 16, 2014 – 9:30am to 4:30pm
 2. Open Discussion

~Happy Holidays~

**Next HMS Meeting: Friday, January 9, 2014 at 10:00 a.m.
Healthy Start Coalition of Miami-Dade
7205 NW 19th Street, Suite 500, Miami, Florida 33126**



Health Management System (HMS) Meeting
Friday, December 12, 2014
Minutes

Start time: 10:07am

End time: 11:57am

- IX. Welcome and Introductions** Ariel Morel, Director of Quality Assurance & Quality Improvement
Melvin Hernandez, Quality Assurance & Improvement Specialist
- X. HMS SIG Conference Call – These calls have been discontinued.**
- XI. HMS Minutes – Review of November 14, 2014 Minutes**
- First Motion to approve – Heather Baker**
Second Motion to approve – Claudia Polastri
Unanimous with minor edits.
- XII. HMS Access – Reminder**
1. Gain Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov and CC: HMSACCESSMMD@hscmd.org – HSCPs were reminded to use the form which was updated on March 2014. Ariel reminded not to use personal e-mails and that staff must have a work e-mail address as well as a work phone number.
 2. Remove Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov and CC: ADMIN@hscmd.org – within one (1) business day from staff's departure – Reminder: All of staff's remaining cases must be reassigned to the program manager prior to making the request. – Ariel reminded the HSCPs that they must adhere to the required timeline requirements to remove access from HMS as well as reassigning all staff's cases to the Program Manager.
 3. Protocols for requesting New Passwords (Reminder) – HSCPs must include the contact information for the staff in need of a password reset since they will be contacted directly by DOH.
 4. Timeline to gain access to Citrix/HMS from HSCMD (3 business days from when DOH provides Citrix access) – HSCMD may take up to 3 business days from when DOH provides Citrix access to allow access to HMS. New staff should wait to have access prior to entering data in HMS, Program Managers should not enter data in HMS on behalf of new staff until the new staff member has access as it alters productivity reports.
- XIII. Healthy Start Programmatic Updates/Changes**
1. Request for Case Transfers (Include participant's zip code) Reminder: E-mail casetransfer@hscmd.org – HSCPs must utilize the *casetransfer* e-mail address and copy the pertinent Program Manager when making requests. The participant's zip code must be included for all transfer requests once receiving provider agrees.
 2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training– HSCPS were reminded to continue utilizing the website to register for meetings and trainings also to be careful and not double register.
- XIV. Quality Assurance & Improvement**
- Monthly & Quarterly Report*
1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QA/QI Team and **not** Manuel E. Fermin, Chief Executive Officer– HSCPs were reminded to make the hard copies attention to **QA/QI Team and not Manuel E. Fermin, Chief Executive Officer.** Electronic copies should be sent to admin@hscmd.org
- Care Coordination*
7. Timeliness Report for November 2014 – All HSCPs were at 95% or above.
 8. Protocols for “Completing On Going Services with Targeted Outreach Clients” – Feedback from the field – **Heather Baker from The Village South stated that some of her staff expressed concern that the protocol seemed racist (profiling) and appears like services are being provided to participants who may not need the services simply based**



on race. A conversation ensued which focused on the rationale for following up with these cases which is based on research addressing the racial disparities which indicate that black infants are at a greater risk. HSCPs were reminded that the participants will only need to be followed up via telephone and that ongoing services would not be needed for these cases unless there is a change in level. Tania Ramirez from ICFH recommended using brochures to present the data and information regarding racial disparities. HSCPs were reminded that all materials shared with participants must be approved by the Network.

9. MomCare Search Request – Reminder HSCP must indicate that the MIS search was completed (On the form) – **Documentation that the MIS search was completed must be indicated in the MomCare Box/Section of the form.**
 10. Documentation by Paraprofessionals (Supervisory Requirements and Authentication) - **HSCPs were reminded to adhere to the supervisory requirements of checking HMS documentation for paraprofessionals providing Healthy Start services (within two weeks for those providing Care Coordination, within two days for those providing IC and IA). A discussion followed regarding paraprofessionals completing data entry on behalf of others and the process for authentication to occur. The QA/QI team will follow up internally and will provide feedback to the HSCPs.**
 11. Proper completion of Initial Contact prior to providing wraparound – **HSCPs were reminded that an IC must be completed prior to providing wraparound services. Attempts to contact can only be documented once a case has been officially assigned, this pertains to all special projects (UMNICU, Homestead Hospital, and West Kendall).**
 12. Communication between HSCPs when completing Initial Contact with a participant who has been assigned to another provider – **Proper communication within the HSCPs minimizes errors and avoids duplication. Ariel recommended setting up a laptop when hosting classes or special events in order to check and see if the participant is already in Healthy Start. Although all information is documented in HMS it would be beneficial to everyone is a simple phone call or e-mail is sent to the main provider advising them that an IC has been completed for their Level P participant. Remember not to include private information in e-mails, you must utilize the HMS Client ID. A conversation followed regarding duplicate clients in the system and how to reduce the numbers, Beatriz Cruz discussed requesting IDs from participants in order to avoid duplicates in the system and stated that she has not gotten any resistance.**
2. **Trace Tickets - None**
 3. **Other Items/Open Discussion**
 3. Coding Training(s):
 - a. Coding Q & A – Will be offered every third Wednesday of every other month; next one will be on December 17, 2014 – 9:30am to 11:30am – **HSCPs were reminded about the session and asked to submit their questions a week before the meeting.**
 - b. New/Existing Staff Coding Training: Tuesday, December 16, 2014 – 9:30am to 4:30pm – **Staff were reminded of the coding training being offered by HSCMD for the current fiscal year. The training is intended for new staff that has never received this training or existing staff in need of assistance (HSCMD will approve or disapprove on a case by case basis).**
 4. Open Discussion
 - **Ariel asked the HSCPs to notify their financial departments that HSCMD would be following up with some questions and clarification regarding their budgets.**
 - **Ariel advised the HSCPs that the Healthy Start Standard & Guidelines are going to be revised and that HSCMD would be requesting feedback from everyone.**
 - **Chinyere Woke from JTCHC announced that on December 19, 2014 JTCHC would be hosting a Toys for Tots event. Ariel asked her to please forward any information to HSCMD to be distributed accordingly. Chinyere also announced that the Liberty City Clinic was up and running.**