



**Healthy Start Coalition  
of Miami-Dade**  
**Health Management System (HMS) Meeting**  
**Friday, April 11, 2014**  
**Time: 11:00am - 1:00pm**  
**Minutes**

**Welcome and Introductions**

Ariel Morel, Program Manager  
Melvin Hernandez, Quality Improvement Specialist

**HMS SIG Conference Call Wrap Up**

**HMS Minutes** – Review of February 14, 2014 and March 14, 2014 Minutes

**HMS Access – Reminder**

1. Gain Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) (\*NEW Domain) and CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)

**The correct process to request access for new staff was reviewed by Ariel Morel.**

2. Remove Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) (\*NEW Domain) and CC: [ADMIN@hscmd.org](mailto: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 Morel reviewed the process for removing access from HMS when a staff member leaves. Program Managers were asked to include the last day of employment in their e-mail. This process needs to occur within 24 hours even if HSCMD was already advised of staff's departure on a prior occasion.**

3. Protocols for requesting New Passwords (Reminder)

**Ariel Morel reminded the Program Managers to include the staff's contact information (the staff requesting a new password). DOH will contact the staff directly to provide the new password.**

4. Timeline to gain access to Citrix/HMS from HSCMD (3 business days)

**HSCMD will provide access within three (3) business days once the confirmation e-mail is received from the Department of Health. Program Managers were advised that they should wait for new staff to have access to HMS before having them provide services.**

**Healthy Start Programmatic Updates/Changes**

1. Request for Case Transfers (Include participant's zip code) Reminder: E-mail [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org)

**HSCPs were reminded to continue including zip codes for all transfer requests. Requests without zip codes will not be approved. Ariel Morel also reminded HSCPs to contact out of county Coalitions when making out of county transfers. Copies of the file (HMS print out and consents) must be sent to the receiving Coalition.**

2. Utilizing HSCMD's website for all standing meetings within 24 hours and reporting website issues in a timely manner. Register only one time.

**Staff must utilize the website for registering for all trainings and meetings. HSCPs were reminded to click only once when registering to avoid duplication. Any issues with the website must be e-mailed to HSCMD. HSCPs should not wait till the day before the training/meeting to register.**

**Quality Assurance & Improvement**

***Monthly & Quarterly Report***

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QI/QA Team and **not** Manny Fermin

**Ariel Morel once again reminded the HSCPs that hard copies of monthly and quarterly reports are to be sent to QI/QA team and not a specific individual (Ariel Morel and Melvin Hernandez) all electronic copies must be submitted using [admin@hscmd.org](mailto:admin@hscmd.org) . This will help avoid delays with HSMCD's report to the state.**



### *Monitoring Visits*

1. Monitoring Visit Reports

**All monitoring visits have been completed. The QI/QA team will work diligently to complete the monitoring tools and letters. There have been some modifications to the tool and the letter, the letter now includes a comparison of the current fiscal year's visit and last years'.**

### *Care Coordination*

1. Timeliness Report for February 2014

**The Timeliness report for February 2014 was shared with the HSCPs. Providers were reminded to continue reviewing the report and updating the annual section of their reporting spreadsheet.**

2. ICC & Leveling – Holding off until 14/15 Contract is finalized

**HSCMD is still waiting for the state to clarify how to properly level ICC clients, Ariel Morel has updated the HMS settings in order to allow staff to use the “Contact Healthcare Provider” local code for ICC clients. We will need to get a response from the state in regards to leveling ICC clients.**

3. Case Transfers Protocol – The receiving agency may move forward with providing services as soon as they are approved by HSCMD. No need to wait for FDOH to submit paperwork; Reminder – Program Manager accepting Cases to be copied on the e-mail

**Ariel Morel reminded the HSCPs that the receiving agency should move forward with providing services as soon as they are approved by HSCMD. No need to wait for FDOH to submit paperwork.**

4. HIPAA Violations – increase lately; reminder

**Ariel Morel advised the HSCPs that there have been a few HIPAA violations by Healthy Start staff. The importance of following confidentiality protocols and procedures was reiterated. Password protecting electronic documents with protected health information is mandatory. If a provider violates HIPAA more than two times within a contract year, a meeting with the Coalition must be scheduled.**

5. All HMS documentation must be completed prior to transferring a case (IC & IA coding and forms)

**Ariel Morel emphasized the importance of transferring a case with all the appropriate documentation completed. The receiving provider must also check for completeness before accepting the transfer. All communication must occur between the Program Managers prior to transfer.**

6. Submission of MomCare Forms

**Ariel Morel reminded the HSCPs to password protect the document before e-mailing it to HSCMD, fill in all the appropriate areas and that the form must be signed by the Program Manager or Supervisor. Incomplete or outdated forms will not be accepted.**

7. Initiatives: 39 Weeks, Text4 Baby –

**Ariel Morel reminded the HSCPs to continue to advocating and educating all participants in regards to all initiatives. If we do not promote and have our participants make use of these services, they may no longer be funded.**

8. Educational Materials – documentation in HMS

**HSCPs were reminded that they must document all educational materials distributed as well as the promotion of initiatives such as Text 4 Baby and the 39 week campaign. This information must be documented in HMS. At this time, the comments section will suffice. A discussion took place in which creating local codes may be a possibility. There would need to be an individual code created for each item, this may not be a priority for now so the HSCPs were instructed to simply continue documenting in the comments section. Manny Fermin suggested that we should begin with creating three (3) codes such as:**



- Tee shirts
- Diaper Bags
- Water Bottles

HSCPs were asked to rank their top three (3) items and let us know in order for everyone to vote.

**VII. Trace Tickets**

None

**VIII. Other Items/Open Discussion**

- Vivian Owen addressed the fact that several postnatal screens are missing apartment numbers which has posed a huge challenge with locating participants. Several providers concurred. Ariel asked for specific hospitals in order to follow up with our Liaison.
- Michelle Robinson requested that staff which are completing ICs at clinics or hospitals to please ask the participant for their social security numbers as it helps her gather the Medicaid information if CHI is assigned the case. Ariel stated that this would be good practice for any HSCP completing an IC via self referral or prior to the case being assigned.
- Margie Aragon made a “wish list” request for HMS and whatever new system we get, to communicate with our neighboring counties. Ariel stated that this would have to be requested at the state level.
- Claudia Polastri requested clarification in regards to receiving late screens and what “received” date should be used. Ariel stated that the “received” date should match the “sent” date by FDOHMD HSDMO. The documentation in HMS will address the fact that the actual received date was after the stamped date. The possibility of e-mailing screens would assure that this problem would not occur in the future. It was recommended that the issue be brought to the board.



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### Agenda

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#### **HMS SIG Conference Call Wrap Up**

**HMS Minutes** – Review of February 14, 2014 and March 14, 2014 Minutes.

Motion to approve February 14, 2014's minutes with slight grammatical correction was made by Heather Baker and Vivian Owen.

Motion to approve March 14, 2014's minutes was made by Heather Baker and Carrie Manigat

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5. All HMS documentation must be completed prior to transferring a case (IC & IA coding and forms)
6. Submission of MomCare Forms
7. Initiatives: 39 Weeks, Text4 Baby – Reminder to continue to advocate and educate
8. Educational Materials – documentation in HMS

#### **VII. Trace Tickets**

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#### **VIII. Other Items/Open Discussion**