



**Health Management System (HMS) Meeting**

**April 12, 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**

**III. HMS Minutes**

Review of March 8, 2013 Minutes

**IV. HMS Access – Reminder**

- To: [DLHMSSupport@doh.state.fl.us](mailto:DLHMSSupport@doh.state.fl.us)
- CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)

**V. Healthy Start Programmatic Updates/Changes**

- Program Managers – Out of the Office Notification to the HSCMD
- MDCHD Correspondence – Karen Weller (Director) must be copied on all e-mails: karen\_weller@doh.state.fl.us

**VI. Quality Assurance & Improvement**

**a. HMS & Reports**

**i. Subcontracted Employees**

- a. For providers with such employees, all in HMS – please ensure that all services are placed under their names.

**ii. Coding for Subcontracted Employees**

- a. If a Healthy Start Employee – Codes go to the Provider who is subcontracting the employee
- b. If not a Healthy Start Employee – Codes on behalf of the subcontractor but places it under their name and for the provider who is subcontracting.

**iii. Security Profiles in HMS**

- a. **Basic** – Care coordinators, data entry staff, etc. Full access to Report Portal
- b. **Healthy Start** – Program Managers, Directors, Administrator and other appropriate designated staff – slightly higher level of functionality and also has full access to Report Portal.
- c. **System Administrator** – HSCMD Staff Only to include some DOH Staff and 1 local MDCHD staff member - has full access to HMS to make administrative changes

- Changes in profiles in HMS – discontinued and if any changes need to be made, must contact the coalition: Ariel/Melvin. These types of changes include, but are not limited to – name change, phone number, etc.

- Staff should see changes when completing IC forms as some information should pre-populate now – address, phone number, etc. If an employee does not see this, they should contact Ariel/Melvin and the profile will be looked into.

**iv. E-mails to Tallahassee/DLHMSSupport**

- a. Front line staff sending e-mails to Tallahassee – All e-mails should only come from the Program Manager

**v. Planned Services Report**

- a. Due by April 12, 2013 – Status of this project

**vi. Local Codes in HMS Created:**

*For Program Managers Use Only:*

- a. **Supervisor Review** – Required for Provider who have paraprofessionals as care coordinators and/or contacting clients. Required for Provider who have paraprofessionals as care coordinators and/or contacting clients.
- b. **QA/QI Review** – Required for quarterly review of cases. Used primarily by HS Program Managers to document time spent reviewing case files for QA/QI purposes. Peer reviews are encouraged to assist staff to see each other's work, but this function must still be reviewed by a Program Manager and documented in HMS as such.



c. **Transfer to Other MDHSCP** –this is to be used for when completing a transfer to another HS provider within Miami-Dade and to assist with keeping track of how many. This is to only be coded at the time the transfer has been approved by HSCMD. A Note should be included in the comment section of at least who the case was transferred to.

*For HSCMD Staff Only:*

d. **HSCMD QA/QI Review** – Only to be used by HSCMD Staff. Primarily used for Random Desktop Audits, along with yearly monitoring review.

*For Care Coordinators/Front Line Staff & Program Managers:*

e. **Travel Time** – to document time spent traveling for clients in HS

f. **Documentation Time** – to document time spent completing computer/paperwork for clients in HS

g. **Contact Health Care Provider** - this is to be used for documenting an initial, final and/or an initial/final letter sent to the Health Care Provider for either Prenatal and/or Postnatal

h. **Preparation Time:** this is to be used for documenting time spent in preparing for a class – agenda, content of the class, room set-up, breakdown, etc.

\*\*\*MDCHD will need to have their local HMS Administrator for the “CHD” System to create some of these local codes, so they match what’s on the Non-CHD System\*\*\*

**b. Quarterly Report**

i. Follow-up from last meeting (Due on the 15<sup>th</sup> both HARD/Electronic Version) - Reminder

**c. Cube Reports (None)**

**d. Monitoring Visits**

i. New process for 2013

a. Desktop Audits – Random checks in HMS of cases and feedback will be provided by HSCMD

ii. Corrective Action Plans – will receive follow-up by HSCMD QA/QI Team during May/June 2013 and a follow-up letter will be provided regarding results.

**e. Care Plans**

None

**f. Care Coordination**

a. Service Date – Must match the actual Date of Service when the client was contacted

b. When to complete:

i. IC Form – Complete the form for Unable to Locate/Unable to Complete Initial Contact/When contact is successful

ii. IA Form – Only complete when contact is completed with the client

**VII. Coding/HMS Training**

a. 2 Sessions for New Staff (0 – 2 years in HS) – Monday, April 29, 2013 - 9:30 am – 4:30 pm  
Thursday May 2, 2013 - 9:30 am – 4:30 pm

b. 3 Sessions for Intermediate Level Staff (3 – 10+ years in HS) – Tuesday, May 7, 2013 – 9:30 – 1:00 pm  
Wednesday, May 8, 2013 – 9:30 – 1:00 pm  
Thursday, May 9, 2013 – 9:30 – 1:00 pm

c. 1 Session for Program Managers (Only for PM/Administrator) – Friday, May 3, 2013 – 9:30 am – 1:00 pm

**VIII. Other Items**

a. Client Information Search Sheet (MomCare)

b. Self-Referrals – cross referencing with MDCHD prior to submitting (to avoid duplication)

c. Infant Demographic Report – fill out all sections, do not use all camps (i.e. Ariel Morel not ARIEL MOREL)

d. Open Discussion

Next HMS Meeting: Friday, May 10, 2013 at 11:00 a.m., Healthy Start Coalition of Miami-Dade, Suite 1401



**Health Management System (HMS) Meeting**  
**April 12, 2013**  
**11:00am - 1:00pm**  
**Minutes**

Staff Completing Minutes: Melvin Hernandez, Quality Improvement Specialist

Meeting Started at: 11:30am  
Meeting Ended at: 1:00pm

**HMS SIG Conference Call Wrap Up**

The importance of gathering all demographic information was discussed including social security numbers and Medicaid numbers. The gathering of this data is directly linked to funding.

**HMS Minutes**

Minutes were approved for the March 8, 2013 meeting. Some additional grammatical changes were made along with addition. Ly Collins of UMSESS moved to approve the minutes as they were with necessary changes and additions and this was second by Michelle Robinson of CHI. The rest of the HS providers present agreed.

**HMS ACCESS – Reminder**

- To: [DLHMSSupport@doh.state.fl.us](mailto:DLHMSSupport@doh.state.fl.us)
- CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)

**Healthy Start Programmatic Updates/Changes**

Ariel Morel discussed the importance of Healthy Start Program Managers notifying the Coalition when they were planning to be out of the office for more than a day. This will help avoid communication gaps. Ariel Morel also stressed the importance of having the providers address all MDCHD Correspondence to Karen Weller (Director) and copy her on all other emails to MDCHD staff. Her email, [karen\\_weller@doh.state.fl.us](mailto:karen_weller@doh.state.fl.us) was shared with the Program Managers.

**Quality Assurance & Improvement**

***HMS Reports***

- i. Ariel Morel reminded staff to make sure and document the subcontracted employee's names in HMS when documenting wraparound services on their behalf. This only applies to providers with such employees.
- ii. Clarification was also provided in the cases in which the subcontracted employee is a Healthy Start Employee, in this instance, the codes go to the Provider who is subcontracting the employee. In the instance in which the subcontractor is not a Healthy Start Employee, the person entering in HMS codes on behalf of the subcontractor but places it under their name and for the provider/agency who is subcontracting. Reminded staff to include their name and that they are entering on behalf of the subcontractor.
- iii. Ariel Morel discussed the different security profiles in HMS and how they differ from each other. The profiles discussed included:
  - a. **Basic** – Care coordinators, data entry staff, etc. Full access to Report Portal
  - b. **Healthy Start** – Program Managers, Directors, Administrator and other appropriate designated staff – slightly higher level of functionality and also has full access to Report Portal.
  - c. **System Administrator** – HSCMD Staff Only to include some DOH Staff and 1 local MDCHD staff member - has full access to HMS to make administrative changes

If Program Managers need to make changes to these changes must be requested to the Coalition. These types of changes include, but are not limited to – name changes, phone number, discontinuing access, etc. Staff should see changes when completing IC forms as some information should pre-populate now – address, phone number.



- iv. Ariel Morel addressed the issue of frontline staff submitting emails directly to Tallahassee via DLHMSSupport and how this is not appropriate. All e-mails should only come from the Program Manager unless arrangements have been made in the case of a Program Manager's absence. At which point the Coalition should be notified.
- v. Ariel Morel thanked those providers who completed the proper deletion/correction of their Planned Services report. The negative impact it has on funding was also addressed and how it clogs the HMS system.
- vi. The correct use of local codes was readdressed by Ariel Morel and Melvin Hernandez as well as the importance of capturing these activities in HMS. Staff was reminded that this does not replace direct activities such as care coordination with the participants but instead will take into account administrative and supervisory duties not attached to direct service units. These codes include:

Program Managers ONLY will utilize the following:

- a. **Supervisor Review** – Required for Provider who have paraprofessionals as care coordinators and/or contacting clients. Required for Provider who have paraprofessionals as care coordinators and/or contacting clients. Other examples include, staffing a case and letting staff know that corrections or follow up are needed with a specific case.
- b. **QA/QI Review** – Required for quarterly review of cases. Used primarily by HS Program Managers to document time spent reviewing case files for QA/QI purposes. Peer reviews are encouraged to assist staff to see each other's work, but this function must still be reviewed by a Program Manager and documented in HMS as such. This can also be used anytime a Program Manager randomly reviews a case file.
- c. **Transfer to Other MDHSCP** –this is to be used for when completing a transfer to another HS provider within Miami-Dade and to assist with keeping track of how many. This is to only be coded at the time the transfer has been approved by HSCMD. A Note should be included in the comment section of at least who the case was transferred to. Please note that this code should be used in conjunction with 3321 if you are speaking with another staff member in the Healthy Start system of care on behalf of the participant.

Only HSCMD will utilize the following:

- d. **HSCMD QA/QI Review** – Only to be used by HSCMD Staff. Primarily used for Random Desktop Audits, along with yearly monitoring review.

Only Care Coordinators/Front Line Staff & Program Managers may utilize the following:

- e. **Travel Time** – to document time spent traveling for clients in HS only when coding wraparound services.
- f. **Documentation Time** – to document time spent completing computer/paperwork for clients in HS only when coding wraparound services.
- g. **Contact Health Care Provider** - this is to be used for documenting an initial, final and/or an initial/final letter sent to the Health Care Provider for either Prenatal and/or Postnatal
- h. **Preparation Time:** this is to be used for documenting time spent in preparing for a class – agenda, content of the class, room set-up, breakdown, etc. only when coding wraparound services.

MDCHD was reminded that they will need to have their local HMS Administrator for the "CHD" System to create some of these local codes, so they match what's on the Non-CHD System.

**g. Quarterly Report**

- i. Follow-up from last meeting (Due on the 15<sup>th</sup> both HARD/Electronic Version) – Reminded staff that all copies of the report are due on the 15<sup>th</sup>.

**h. Cube Reports (None)**

**i. Monitoring Visits**

- i. New process for 2013 was presented to the Program Managers and how the Coalition will complete desktop audits as well. These will include random checks in HMS of cases and feedback will be provided to the providers.



ii. Follow up to the Corrective Action Plans was also addressed by Ariel Morel and Melvin Hernandez. QA/QI Team will be reviewing the CAPs and completing desktop audits during May/June 2013. A follow-up letter will be provided regarding results.

**j. Care Plans**  
None

**k. Care Coordination**

- a. Service Date – Must match the actual Date of Service when the client was contacted. The importance of properly capturing the correct dates was emphasized and how these dates will be attached to reports and possibly funding.
- b. Staff was reminded complete the IC form even when the participant is Unable to Locate and Unable to Complete in addition to when contact is successful. Initial Assessment form – will only be completed when the Initial Assessment is completed with the client.

## **VII. Coding/HMS Training**

The dates for the coding trainings were shared with the Program Managers and who is expected to train each session was discussed. The following dates and requirements were discussed:

- a. 2 Sessions for New Staff (0 – 2 years in HS) – Monday, April 29, 2013 - 9:30 am – 4:30 pm  
Thursday May 2, 2013 - 9:30 am – 4:30 pm
- b. 3 Sessions for Intermediate Level Staff (3 – 10+ years in HS) – Tuesday, May 7, 2013 – 9:30 – 1:00 pm  
Wednesday, May 8, 2013 – 9:30 – 1:00 pm  
Thursday, May 9, 2013 – 9:30 – 1:00 pm
- c. 1 Session for Program Managers (Only for PM/Administrator) – Friday, May 3, 2013 – 9:30 am – 1:00 pm

## **VIII. Other Items**

- a. Staff was reminded not to alter the MomCare Information sheet and were encouraged to type in the information. The sheet could be emailed as long as it is password protected.
- b. Staff was reminded to cross reference Self-Referrals with MDCHD prior to submitting (to avoid duplication) and hopefully being able to link the screen instead of generating a self referral.
- c. The importance of properly completing the Infant Demographic Report was addressed. Staff was reminded to fill out all sections and not to use all caps(i.e. Ariel Morel not ARIEL MOREL)
- d. Open Discussion

Next HMS Meeting: Friday, May 10, 2013 at 11:00 a.m., Healthy Start Coalition of Miami-Dade, Suite 1401

**Open Discussion**  
NA