



**Healthy Start Coalition
of Miami-Dade**
Health Management System (HMS) Meeting
Friday, May 9, 2014
Time: 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 April 11, 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)
- 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 and reporting website issues in a timely manner. Register only one time.
- VI. Quality Assurance & Improvement**
- Monthly & Quarterly Report*
1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QI/QA Team and **not** Manuel E. Fermin, Chief Executive Officer
 2. Calculation formulas for Core Outcome & Performance Measures (Based on Quarterly Numbers)
- Care Coordination*
1. Timeliness Report for March 2014
 2. Infant cases – Dealing with legal guardians while protecting HIPAA
 3. Follow up from April 11, 2014 Meeting – Top 3 Educational Materials (to create in HMS)
- VII. Trace Tickets**
- None
- VIII. Other Items/Open Discussion**
1. Distribution of Outreach/Educational Materials - Reminder
 2. Community Resource, The Children’s Trust, Summer Programs Guide
 3. Job Listings/ Open Positions
 4. Partners for a Healthy Baby Certificates
 5. Nomination for BOD Contracted Provider Representative – Reminder

Next HMS Meeting: Friday, June 13, 2014 at 11:00 a.m.
Healthy Start Coalition of Miami-Dade
7205 NW 19th Street, Suite 500, Miami, Florida 33126



**Healthy Start Coalition
of Miami-Dade**
Health Management System (HMS) Meeting
Friday, May 9, 2014
Time: 11:00am - 1:00pm
Minutes

I. Welcome and Introductions

Ariel Morel, Program Manager
Melvin Hernandez, Quality Improvement Specialist

Due to a scheduling conflict, this month's meeting was held at Homewood Suites, 5500 Blue Lagoon Drive, Miami, Fl. 33126. All Program Managers were given ample notice via e-mail.

II. HMS SIG Conference Call Wrap Up –

The importance of capturing and documenting participants' Medicaid information was readdressed after the SIG Call.

III. HMS Minutes – Review of April 11, 2014 Minutes.

The minutes were approved by Heather Baker with a second motion to approve by Beatriz Cruz. Program Managers were reminded that the minutes for the current fiscal year are available on HSCMD's website and that they must be shared with their respective staff.

IV. HMS Access – Reminder

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

The process to request access for new staff was reviewed. DOH is responsible for granting access to Citrix while HSCMD staff will grant access to HMS.

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.

The process for removing access to HMS was reviewed. Program Managers were asked to include the last day of employment in their e-mail. The e-mail must be sent within one day of the staff leaving even if HSCMD was notified prior. All cases must be transferred to the Program Manager or designated staff prior to the request.

3. Protocols for requesting New Passwords (Reminder)

HSCPs were reminded to include the staff's contact information (the staff requesting a new password). DOH will contact the staff to provide the new password.

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

HSCMDs timeline to provide access to HMS was discussed. HSCMD will provide access within three (3) business days from when DOH grants access to Citrix.

V. Healthy Start Programmatic Updates/Changes

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

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

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



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

VI. Quality Assurance & Improvement

Monthly & Quarterly Report

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QI/QA Team and **not** Manuel E. Fermin, Chief Executive Officer

In an effort to avoid delays with HSMCD's report to the state. 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 or Melvin Hernandez) all electronic copies must be submitted using admin@hscmd.org.

2. Calculation formulas for Core Outcome & Performance Measures (Based on Quarterly Numbers)

Melvin Hernandez provided guidance as to how to properly calculate Performance Measures which are based on the quarterly totals. A step by step guide was distributed. Melvin went through the process step by step. Vivian Owen expressed concern over non-assigned cases possibly posing a negative impact on her Performance Measure (specifically 30% of participants with a completed IC will be leveled 3) since a lot of them are closed level E. Melvin instructed Vivian to either place a comment or note indicating why she feels the numbers may be skewed or to include both totals (including the Homestead cases as well as a separate total excluding the Homestead cases).

Care Coordination

1. Timeliness Report for March 2014

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

2. Infant cases – Dealing with legal guardians while protecting HIPAA

HSCPs were reminded to assure that there are consents for all family members which may be participating in Healthy Start. This would include grandparents and any other family members in the household. The discussion then led to assuring that you are providing services to the actual guardian which may consist of asking for identification. HSCPs are not consistently asking for identification on a consistent basis and were encouraged to do so. HSCPs were advised to use their judgment and verify date of birth, last 4 of social etc. This topic will be revisited in order to assure that we are in compliance with any and all legal requirements.

3. Follow up from April 11, 2014 Meeting – Top 3 Educational Materials (to create in HMS)

A follow up to a discussion took place at the last meeting took place in reference to creating local codes for tracking educational materials. HSCPs were asked to share the top items. HSCPs stated that they would like to include the following:

- HSCMD Birth Packets
- Diaper Bags

Ariel stated that consistency is imperative and we need to assure that all our participants are provided the same educational materials at a minimum.

VII. Trace Tickets

None

VIII. Other Items/Open Discussion

1. Distribution of Outreach/Educational Materials – Reminder



HSCPs were reminded to pick up their boxes of educational materials at HSCMD by 2:00pm on May 2, 2014.

2. Community Resource, The Children's Trust, Summer Programs Guide

The Children's Trust Summer Programs Guides was shared with the HSCPs.

3. Job Listings/ Open Positions

Several open positions are open in the Healthy Start system. Miami-Dade Family Learning Partnership, Avanti Support & Services and The Village South have open positions. Health Connect in the Early Years has an open position for a Program Assistant. HSCMD has an open position for Director of Programs.

4. Partners for a Healthy Baby Certificates

Partners for a Healthy Baby certificates were distributed to the HSCPs.

5. Nomination for BOD Contracted Provider Representative – Reminder

All nominations were due at noon May 9, 2014

Open Discussion

- **HSCPs were reminded about the DCF trainings on May 13, 2014 and May 14, 2014 (one day only) for newer staff since space is limited.**
- **HSCPs were reminded that all new staff must receive Cultural Competency training within three months of hire. TRAIN website may be utilized.**
- **HSCPs were reminded that there would be a MICH meeting on May 27, 2014.**
- **HSCPs were advised to confirm that there is no new information on the MomCare Client Information Search forms prior to closing the case in HMS.**