



**Healthy Start Coalition  
of Miami-Dade**  
**Health Management System (HMS) Meeting**  
**Friday, June 13, 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 May 9, 2014 Minutes.
- IV. 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)
  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.
  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](mailto: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 QI/QA Team and **not** Manuel E. Fermin, Chief Executive Officer
- Care Coordination*
1. Timeliness Report for April 2014
  2. Follow up from May 9, 2014 Meeting – Top 3 Educational Materials (to create in HMS)
  3. How to transfer cases from one staff to another
- VII. Trace Tickets**
- None
- VIII. Other Items/Open Discussion**
1. Distribution of Outreach/Educational Materials - Reminder
  2. Job Listings/ Open Positions
  3. Partners for a Healthy Baby Certificates
  4. CEIM Certificates
  5. Nurse Family Partnership
  6. Best Practice & Data Committee Meeting – June 19, 2014
  7. Coding Training – June 24, 2014
  - 8.

**Next HMS Meeting: Friday, July 11, 2014 at 11:00 a.m.**  
**Healthy Start Coalition of Miami-Dade**  
**7205 NW 19<sup>th</sup> Street, Suite 500, Miami, Florida 33126**



**Healthy Start Coalition  
of Miami-Dade**  
Health Management System (HMS) Meeting  
Friday, June 13, 2014  
Time: 11:00am - 1:00pm  
Minutes

**I. Welcome and Introductions**

Ariel Morel, Program Manager  
Melvin Hernandez, Quality Improvement Specialist

**II. HMS SIG Conference Call Wrap Up**

QA/QI team advised the Healthy Start Contracted Providers (HSCPs) to continue providing services as usual especially as it pertains to ICC since we still have not received guidance in reference to all the upcoming changes.

**III. HMS Minutes – Review of May 9, 2014 Minutes.**

The minutes were approved by Vivian Owen and Heather Baker with minimum correction and edits.

**IV. 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) – HSCPs were reminded to follow the proper procedure when asking for access to Citrix/HMS
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) – HSCPs were reminded to follow the proper procedure when asking to remove access to Citrix/HMS and it should be submitted 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) – HSCPs were reminded to include the contact information for the staff in need of a password reset.
4. Timeline to gain access to Citrix/HMS from HSCMD – HSCMD may take up to 3 business days from when DOH provides Citrix access to allow access to HMS.

**V. 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) – Although there has been a reduction of the number of case transfers, HSCPs were reminded of the proper procedure. Copy the Program Manager and include the participant's zip code.
2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training – HSCPS were asked to be careful and not double register and to please call HSCMD staff if they are in doubt as to if they've properly registered.

**VI. Quality Assurance & Improvement**

*Monthly & Quarterly Report*

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – HSCPs were reminded to make the hard copies attention to QI/QA Team and not Manuel E. Fermin, Chief Executive Officer. Electronic copies should be sent to [admin@hscmd.org](mailto:admin@hscmd.org)



### *Care Coordination*

1. Timeliness Report for April 2014 – **The timeliness report for April 2014 was shared with HSCPs. They were reminded that this information should be entered in their reporting spreadsheet for the annual report.**
2. Follow up from May 9, 2014 Meeting – Top 3 Educational Materials (to create in HMS) – **The HSCPs were able to agree on two items at this time. The Birth Packet and Diaper Bag.**
3. How to transfer cases from one staff to another – **The case reassignment process in HMS was reviewed by Ariel Morel. He repeated the process twice in order to demonstrate accordingly.**

### **VII. Trace Tickets**

None

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

1. Distribution of Outreach/Educational Materials – **HSCPS were reminded to pick up their boxes by 3pm.**
2. Job Listings/ Open Positions – **HSCPs were reminded to notify HSCMD as soon as positions are filled. HSCMD needs to update contact information in order to assure that all staff is receiving the appropriate notifications when needed.**
3. Partners for a Healthy Baby Certificates – **Melvin Hernandez distributed the Partners for a Healthy Baby Certificates.**
4. CEIM Certificates – **Melvin Hernandez distributed the CEIM Certificates.**
5. Nurse Family Partnership – **HSCPs were reminded that referrals to NFP can be made accordingly. All Healthy Start services should be provided prior to making the referral. HSCMD will add a NFP local code for HMS.**
6. Best Practice & Data Committee Meeting – **HSCPs were reminded about the Best Practice meeting scheduled for June 19, 2014. This meeting will be driven by them and not by HSCMD. HSCMD will provide guidance and some basic information, they should come ready to participate. They should start to think about what they feel is working, not working and what changes they would like to see. Data will be shared as well focusing on case assignments and quotas for the past three (3) years.**
7. Coding Training – **HSCPs were advised that there is a coding training scheduled for June 24, 2014 at HSCMD. The training will be geared to newer staff (under two years). They were advised that if they meet the contractual requirements they can provide or receive coding training from their own staff and do not have to wait for HSCMD to provide the training. Back up documentation that the coding training has been completed must be submitted by July 15, 2014 with the quarterly report. Chinyere Woke asked if all staff would need to receive coding training specifically in reference to her immediate supervisor. HSCMD's QA/QI team stated all staff on the contract would need to receive the training.**
8. **HSCPs were advised to hold off on ordering car seats at this time since we have exhausted our current source. HSCMD follow up soon in reference to ordering car seats in the future.**
9. **Chinyere Woke mentioned that the local code R003 (Dental) is not working. HSCMD's QA/QI team will need to follow up. Margie Aragon also mentioned that the WIC code does not work for PC 22 cases.**