



**Healthy Start Coalition
of Miami-Dade**

Health Management System (HMS) Meeting

June 14, 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 May 10, 2013 Minutes
- IV. **HMS Access – Reminder**
 - To: DLHMSSupport@doh.state.fl.us
 - CC: HMSACCESSMMD@hscmd.org
- V. **Healthy Start Programmatic Updates/Changes**
 - New Program Managers:
 - Rachelle Theodore – Rachelle.Theodore@doh.state.fl.us
 - Ana C. Aristizabal – Ana.Aristizabal@chsfl.org
 - Chinyere Woke - CWoke@HCNetwork.org
- VI. **Quality Assurance & Improvement**
 - a. **HMS & Reports**
 - i. E-mails to Tallahassee/DLHMSSupport- HSCMD needs to be copied
 - ii. Local Codes in HMS
 - Administrative staff
 - Program Managers
 - Frontline Staff
 - b. **Monthly & Quarterly Report**
 - i. Due dates for Monthly and Quarterly reports
 - c. **Monitoring Visits**
 - i. Corrective Action Plan: Desktop Audit Update
 - d. **Care Coordination**
 - Appropriate documentation for participants who deliver while receiving Healthy Start services
 - Case Load Reports (Cases opened January 2013 Run date May 20, 2013)
 - Timeliness Report
- VII. **Trace Tickets**
 - i. Request more space to enter referral and education information on the HMS initial contact form. Can a third “other” free-text box be created in the initial contact? This is for the purposes of addressing: Tobacco Cessation/Education, ICC and Safe Haven for Newborns – submitted by Margie Aragon on June 6, 2013
- VIII. **Other Items**
 - i. Coding Refresher Update - June 20, 2013
 - ii. Coding Training Recap (pending)
 - iii. Open Discussion

Next HMS Meeting: Friday, July 12, 2013 at 11:00 a.m., Healthy Start Coalition of Miami-Dade, Suite 1401



Health Management System (HMS) Meeting
June 14, 2013
11:00am - 1:00pm
Minutes

Staff Completing Minutes:

Melvin Hernandez, Quality Improvement Specialist

Meeting Started at: 11:00am

Meeting Ended at: 1:00pm

HMS SIG Conference Call Wrap Up – Ariel Morel will chair the SIG Conference calls beginning in July 2013. The Coalition's challenge of obtaining CHD access for Healthy Start participants was discussed. This would help out tremendously as far as QA/QI.

HMS Minutes- Approved by: Tania Ramirez from Institute for Child and Family Health motioned to approve the minutes as is with any necessary corrections, omissions and/or deletions and Heather Baker from The Village South second the motion.

HMS ACCESS – Reminder

- To: DLHMSSupport@doh.state.fl.us – This email is to be used in order to create access to HMS or remove access to HMS and to report staff which is locked out of Citrix.
- CC: HMSACCESSMD@hscmd.org – This email is to be used in order to create access to HMS or remove access to HMS.
- HMS@hscmd.org – This email is to be used when reporting slowness or HMS issues. Please do not use the DLHMSSupport address to report problems with HMS.

Healthy Start Programmatic Updates/Changes

Ariel Morel shared the most recent Program Managers emails (Rachelle Theodore- Florida Department of Health in Miami-Dade County, Ana C. Aristizabal- Children's Home Society and Chinyere Woke- Jessie Trice Community Health Center). An updated Master Contact list was distributed, the list contains each provider's Program Manager's information as well as a secondary/backup staff member. Some errors were noted which will be corrected and emailed to the providers.

Quality Assurance & Improvement

HMS & Reports

i. E-mails to Tallahassee/DLHMSSupport- HSCMD needs to be copied on all emails. Tallahassee should only be contacted for gaining and removing staff's access to HMS.

ii. Local Codes in HMS

- Administrative staff- Reminded all Healthy Start Contracted Provider (HSCPs) that all administrators which provide oversight to their perspective HS programs, are on the contract and receive funds from HSCMD should be documenting their time in HMS using the local codes.
- Program Managers- Reminded all Healthy Start Contracted Provider (HSCPs) that all Program Managers should be documenting their time supervising and reviewing files in HMS using the local codes.
- Frontline Staff- Reminded all Healthy Start Contracted Provider (HSCPs) that the Travel code and Documentation code should only be utilized when coding for wraparound services.

Monthly & Quarterly Report

- Due dates for Monthly and Quarterly reports- Ariel Morel explained how all exact due dates will be specified in the upcoming contract for fiscal year 2013-2014.

Monitoring Visits



- Corrective Action Plan (CAP): Desktop Audit Update- HSCPs were informed that they would be receiving notification from HSCMD requesting backup documentation in regards to action steps which they have identified in their CAPs.

Care Coordination

- Appropriate documentation for participants who deliver while receiving Healthy Start services- Melvin Hernandez once again provided clarification in regards to properly coding for a prenatal woman who delivers while receiving Healthy Start services. The participant can continue to be coded under program component 26 (Prenatal) up to eight (8) weeks post partum; after the eight weeks have passed the case should be closed *Ineligible for Services*. If the infant's screen is assigned then the mother's case should be closed accordingly and the infant's file should be open under program component 30 (Infant).
- Case Load Reports (Cases opened January 2013 Run date May 20, 2013) - Ariel Morel shared the current caseload reports and emphasized the importance of closing cases in a timely manner. HSCPs were asked to go back and assure proper case closures for the cases on the report. The report will be run again prior to next month's meeting. This report reflected cases that were still 'open' in HMS from 01/01/2008 until 6/30/2012. Some providers were noted to have no backlog cases. Ariel emphasized the importance to the providers to run this type of report in HMS so that they could assist with monitoring their "older" cases in HMS and ensure that no backlog occurs. It is the responsibility of the HSCP's to run these types of QI/QA activities to ensure and assist with the integrity of the data in HMS.
- Timeliness Report- Ariel Morel and Melvin Hernandez reviewed the Timeliness report and emphasized the importance of correctly entering documentation within 3 days from date of service. This report will once again resume with a discussion at all future meetings.

Trace Tickets

- HSCPs and HSCMD staff discussed Margie Aragon's trace ticket in which more space to enter referral and education information on the HMS initial contact form was requested as well as adding a third "other" free-text box in the Initial Contact form. Upon discussion it was determined that Tallahassee was in the process of adding more check boxes which would address all Initial Contact requirements. This would also encompass Tobacco Cessation/Education, ICC and Safe Haven for Newborns.

Other Items

- Coding Refresher Update - HSCPs were reminded that refresher training is scheduled for June 20, 2013 and that staff attending must register on the HSCMD website. Staff that did not pass the test for the training(s) held in late April and early May was encouraged to attend.
- Coding Training Recap- Ariel Morel explained to the HSCPs that a formal analysis was still pending since he is currently focused on budgets and contracts.

Open Discussion

- Manny Fermin spoke about the importance of Administrative staff being present in HMS as far as programmatic activities and QA/AI activities. Administrative staff's time in HMS is based on the percentage of their salary which is paid by HSCMD. The Coalition will be reviewing HMS activity closely since his goal is to utilize these funds on direct services. Examples of how the Administrator/Director could spend their time in HMS and assisting "indirectly" with regards to client was shared with the HSCP's.
- There were two staff members present at the meeting representing the HSCP's Program Manager (s). Both had not heard of a new system of triaging which HSCMD is still fine tuning. Manny felt that this was shameful and that they should let their perspective Program Manager or supervisor know how he felt. Manny stated that several staff members have told him that the information discussed with Program Managers (or assigned staff) in these meetings (specifically HMS and MICH) isn't being shared with their administrators, perspective supervisors and/or staff members at their agencies. Whoever is present at the meeting is representing their agency and is responsible for assuring that the information, agenda and minutes provided is shared with the appropriate parties. It is not HSCMD's responsibility to follow up.
- The Healthy Beginnings for Babies books (funded by Merck and the National Healthy Mothers, Healthy Babies Coalition and the National Medical Association) was shared with the HSCPs. These books may be included in the birth packages in the future. All requests for these books should be made using training@hscmd.org and by utilizing the specific order form which has been developed by HSCMD. The minimum number for orders is 250 (50 per box). Babies R Us coupons were distributed as well. The importance of building positive relationship with Babies R Us was emphasized by Manny.



- Manny Fermin discussed the procedure when signing on someone's behalf whether it is for picking up packages, letters or signing as a representative at a meeting. The staff's name that is listed should be crossed out since you are signing on their behalf. Do not sign their name. The same rule pertains if you are representing someone on a conference call or in a meeting you must state your name and that you are representing them.

- Manny Fermin reminded staff to look for an e-mail response when they register for a training or a meeting on the HSCMD website. A confirmation message is generated from the system. Staff must use their work emails. If an e-mail is not received, they should contact HSCMD ASAP via training@hscmd.org and/or via phone.
- Beatriz Cruz stated that Miami Beach Community Health Center purchased car seats (not with Healthy Start dollars). She wanted to know if it would be allowable to have certified Healthy Start staff install and sign the appropriate documentation. Manny stated that it would be appropriate.
- Next meeting in July HSCMD will provide pizza!