



Health Management System (HMS) Meeting

July 12, 2013

11:00am - 1:00pm

Agenda

Welcome and Introductions

Ariel Morel, Program Manager
Melvin Hernandez, Quality Improvement Specialist

HMS SIG Conference Call Wrap Up

HMS Minutes

Review of June 14, 2013 Minutes

HMS Access – Reminder

- i. TO: DLHMSSupport@doh.state.fl.us and CC: HMSACCESSMD@hscmd.org
- ii. Change in Protocols when requesting New Passwords

Healthy Start Programmatic Updates/Changes

- i. Non renewal of the following contracts:
 - Wellness for Life
 - Brainheart Guidance
 - Starduster Marine AKA Great Guidance

Quality Assurance & Improvement

a. *HMS & Reports*

- i. E-mails to Tallahassee (DLHMSSupport) - Only for Citrix/HMS access or removal. HSCMD needs to be copied.
- ii. Local Codes in HMS
 - Administrative staff
 - Program Managers
 - Frontline Staff

b. *Monthly & Quarterly Report*

i.

c. *Monitoring Visits*

- i. Corrective Action Plan: Desktop Audit Update

d. *Care Coordination*

- i. Family Registration Form
- ii. Case Load Reports Update (Cases opened 1/1/ 2008 to 6/30/2012)
- iii. Timeliness Report for May 2013
- iv. Care Plans, Medical Record Location and Transfers

e. *MomCare Client Information Search Form*

f. *E-mail Basics*

g. *Classes*

VII. Trace Tickets

None

VIII. Other Items

- Coding Refresher Update - June 20, 2013
- Coding Training Recap (pending)
- Updated Contact List for ALL Healthy Start Staff (via e-mail): due by Wednesday, July 17, 2013
- Open Discussion

Next HMS Meeting: Friday, August 9, 2013 at 11:00 a.m., Healthy Start Coalition of Miami-Dade, Suite 1401



**Healthy Start Coalition
of Miami-Dade**
Health Management System (HMS) Meeting
July 12, 2013
11:00am - 1:00pm
Minutes

Staff Completing Minutes: Melvin Hernandez, Quality Improvement Specialist

Meeting Started at: 10:30am

Meeting Ended at: 1:00pm

HMS SIG Conference Call Wrap Up – NA

HMS Minutes- Approved by: Heather Baker (The Village South) and Chinyere Woke (Jessie Trice Community Health Center)

HMS ACCESS – Reminder

1. 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.
2. CC: HMSACCESSMD@hscmd.org – This email is to be used in order to create access to HMS or remove access to HMS.
3. Change in protocols when requesting new passwords- Ariel reminded the Healthy Start Contracted Providers (HSCPs) that the state is now requesting a phone number for which they will contact you when resetting your password. The phone number provided should be a work number since providing your personal number is not best practice. Program Managers should not be the ones obtaining passwords on behalf of the staff; the request should come from the Program Manager but the staff's contact number should be provided.

Healthy Start Programmatic Updates/Changes

Ariel Morel informed the HSCPs that Wellness for Life, Brainheart Guidance and Starduster Marine AKA Great Guidance were no longer Healthy Start providers and that their contracts would not be renewed. Brainheart Guidance and Starduster Marine may be subcontracted via each provider's budget with Coalition approval. The Coalition would need to be provided the contract between the agencies.

Quality Assurance & Improvement

HMS & Reports

1. Ariel Morel reminded the staff the proper use of dlhmssupport@doh.state.fl.us which is for HMS access or removal.
2. Local codes were addressed and Ariel Morel reviewed what each code is used for
 - Administrative staff should utilize the Supervisor Review and/or QA QI Review code(s). This is the code that the Coalition will be checking to measure the administrative staff's activities as it relates to Healthy Start activities. The Coalition will focus on April 2013 forward which is when the staff was informed to begin using these codes.
 - Program Managers should utilize the Supervisor Review and/or QA QI Review code(s). Supervisor Review should be used when a PM is reviewing a case with the staff and QA QI Review should be used when reviewing random files in HMS and for monthly/quarterly chart reviews.
 - Frontline staff should utilize the Documentation and Travel Time codes to capture their time documenting and traveling when providing wraparound services. Otherwise, travel and documentation time for IC, IA and care coordination can be captured 3115, 3215, 3315, 3320 and 3321. Staff should not include documentation or travel time in the wraparound service codes; these codes should only account for the time that the staff is actually providing face to face education.

Monthly & Quarterly Report

1. Ariel Morel discussed the due dates for the monthly and quarterly reports and how both the electronic and hard copies are due to the Coalition by the 15th of the month. He also informed the HSCPs that the new contract would have the specific due dates for each report in order to avoid confusion when the 15th lands on a weekend and/or holiday. The due dates listed will take into account these circumstances.
2. Melvin Hernandez discussed the quarterly chart reviews. The quarterly reviews are the responsibility of the PM as opposed to peer review which can occur on an ongoing basis during staff meetings etc. The PM should not wait to do all the reviews at the end of the quarter and should try to do 10 per month. Ariel Morel asked them to focus on the quality of the work such as timelines being met and appropriate documentation



and that Performance Measures would be analyzed utilizing HMS since it provides a more accurate picture of what's really going on in the program. This will be completed during the 2013-2014 contract year as this issue has been taken into consideration for modifications in reporting performance expectations.

Monitoring Visits

1. Ariel Morel discussed the Corrective Action Plans (CAPs) and thanked the providers for submitting their documentation accordingly. PMs were reminded that during the exit interviews, the Coalition provides feedback and recommendations and that the provider should incorporate any action steps immediately after the audit. The providers will receive a follow up from the QA/QI team in regards to their CAPs.

Care Coordination

1. Melvin Hernandez discussed the Family Registration form which was created by the Coalition back in 2011 in order to assist the providers with capturing demographic information. Since 2011 everyone has become well versed in HMS and these forms are no longer needed. It's fine for each provider to use the form internally if they choose to but the Coalition does not need it to be submitted.
2. Ariel Morel provided a caseload report update. 1,906 cases are open in the Non-CHD plus approximately 800 cases open in the CHD. Ariel discussed the importance of running the following reports on a continuous basis and not relying on the Coalition. At a minimum, the following reports should be run bi-weekly:
 - Caseload Report
 - Client Services by Program Component
 - Client Services by Provider
3. Melvin Hernandez reviewed the Timeliness report and emphasized the importance of documenting the services provided within 3 days in order to be in compliance.
4. Ariel Morel reminded the HSCPs to change the Medical Record Location in HMS as well as the Care Plan when receiving case transfers. After some discussion it was agreed upon that a PM could change the Medical Record Location if they notice that it doesn't match the care plan.
5. Ariel brought up the issue relating to the QI/QA of cases in HMS by the Coalition and when HSCP's are contacted and action steps are required. Ariel explained the purpose and role of the QI/QA Team is to assist CC's and HSCP's in identifying cases that need to be followed up with based on a phone call from either a provider who may have referred the client and/or the client themselves. Recently, Ariel spoke with a provider who made a referral and upon follow-up with the client, the CC expressed to the client that they got in trouble b/c the client contacted the source of the referral and had advised that no one had gone out to visit. Ariel expressed that this was inappropriate and that no CC should be telling a client something like this as that is not the intent of the QI/QA team to get anyone in "trouble" let alone a client potentially made to feel bad for wanting to receive services. Ariel stressed the importance of appropriate follow-up on all cases and not just the ones that the QI/QA team happens to come across and review and then follow-up is required b/c of issues found within the care plan. Ariel encouraged and requested that all HSCP's go back and speak with their staff on how to properly discuss things with clients.

MomCare Client Information Search Form

1. HSCPs were reminded by Melvin Hernandez how to properly complete the MomCare Client Information Search forms and were asked to type and email the form (password protected) to momcare@hscmd.org An automated e-mail response will be set up in order for providers to know that their requests have been received.

E-mail Basics

1. E-mail etiquette was addressed by Ariel Morel and Melvin Hernandez. The importance of copying the appropriate staff and replying to everyone on an original e-mail message was discussed in detail. The PMs were reminded that their administrative staff would be copied on most of the e-mails sent to them. In addition, subject lines was asked to be placed on all e-mails to help assist with knowing what the e-mail is about and if needed to be researched in the future.

Classes

1. Natalia Coletti discussed the how the schedule of classes on the Coalition's website needs updating and reminded the staff that it is a contractual requirement. Upon some QA/QI review it appears that some providers either have no access or have not logged on in over a year. The Coalition will be monitoring these activities closely and the contract language will be updated accordingly in order to have more accountability. Natalia asked the PMs to find out who else from their staff has access to the website or make a request as to who else they would like to gain access. PMs were also reminded that the QA/QI team would be attending random classes around the county during the 2013-2014 contract year and moving forward.



Trace Tickets

1. Comments in HMS freeze up and the computer has to be restarted in order to be able to log back in and even to just continue working on the computer. This was brought up by several HSCP's, this issue is being looked into by the State and based on Adam's discussion during the call, will be fixed sometime in September.

Other Items

1. Melvin Hernandez distributed the certificates of completion for the staff that passed the coding refresher training on June 20, 2013.
2. Ariel Morel stated that the analysis for the original coding training is still pending. The Coalition is concentrating on contracts at this time.
3. The Coalition is working on a Master list for all FTEs. All staff funded by Healthy Start will need to be on the list. An e-mail will be sent out to the providers requesting their staff's contact information.
4. Melvin Hernandez reminded the PMs that they must register on HSCMD's website for all meetings (mandatory or voluntary) hosted by the Coalition.
5. Margie Aragon recommended that the Coalition create a local code for receiving a case transfer in order to be able to document the receipt. *Received Case Transfer*

Open Discussion

1. Natalia Coletti informed the HSCPs that the upcoming Parenting Training which was scheduled for July 15-17 will be rescheduled.
2. Natalia Coletti reminded staff to have as many families as possible complete the Healthy Beginnings (HB) surveys in regards to the HB booklets. The provider's feedback was also welcome.
3. Natalia Coletti shared the date for the Coalition's annual meeting which is Friday, December 6, 2013 at Jungle Island.