



**Healthy Start Coalition  
of Miami-Dade**  
**Health Management System (HMS) Meeting**  
**Friday, August 8, 2014**  
**Time: 11:00am - 1:00pm**  
**Agenda**

- I. Welcome and Introductions** Ariel Morel, Director of Quality Assurance & Quality Improvement  
Melvin Hernandez, Quality Improvement Specialist
- II. HMS SIG Conference Call Wrap Up**
- III. HMS Minutes** – Review of July 11, 2014 Minutes
- IV. HMS Access – Reminder**
1. Gain Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) (\*NEW Domain)  
and CC: [HMSACCESSMMD@hscmd.org](mailto:HMSACCESSMMD@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 June 2014
  2. Annual Review of Timeliness Report
  3. Client Services by Program Component Report (see individual reports)
  4. On-boarding new staff and orientation
- VII. Trace Tickets**
- None
- VIII. Other Items/Open Discussion**
1. Requirements to capture Medicaid Numbers – Medicaid checked off on Prenatal/Postnatal Screens
  2. Nurse Family Partnership – Reminder Local code
  3. E-mail relating to Classes in the community
  4. HSCMD Website Maintenance
  5. Open Discussion

**Next HMS Meeting: Friday, September 12, 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, August 8, 2014  
Time: 11:00am - 1:00pm  
Minutes

Start time: 11:15 am  
End time: 12:33 pm

**I. Welcome and Introductions**

After the staff introductions, Ariel Morel, Director of Quality Assurance & Quality Improvement took the opportunity to introduce Emilio Vento, the new Director of Programs for Healthy Start Coalition of Miami-Dade.

- II. HMS SIG Conference Call Wrap Up – During the SIG call Keisha Conyers stated that mailing the Healthy Start Risk Screening forms may be a HIPAA violation. Ariel advised that all HSCPs would continue to receive paper copies of the Healthy Start Risk Screening forms for the cases assigned until we get official notification from the Program Office attesting to this.**

- III. HMS Minutes – Review of July 11, 2014 Minutes**

**Motion to approve – First Motion: Michelle Robinson  
Second Motion: Tania Ramirez**

**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 as well as using the updated form dated March 2014. Ariel advised the HSCPs that all new staff must have a work e-mail and work phone prior to requesting access and not to use personal e-mails.
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. – **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. Also reminded that all 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 since they will be contacted directly by DOH.**
4. Timeline to gain access to Citrix/HMS from HSCMD (3 business days from when DOH provides Citrix access) – **HSCMD may take up to 3 business days from when DOH provides Citrix access to allow access to HMS. HSCPs were asked to be patient and not to request their requests to be expedited by DOH or HSCMD. New staff should wait to have access prior to entering data in HMS, Program Managers should not be entering data in HMS on behalf of new staff as it alters productivity reports.**

**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) - **HSCPs were reminded to copy the Program Manager and include the participant's zip code for all transfer requests once both parties have agreed.**
2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training – **HSCPS were reminded to continue utilizing the website to register for meetings and trainings**



also to be careful and not double register. They may call HSCMD staff if they are in doubt as to if they've properly registered. HSCPs were also reminded that they need to notify the QA/QI team or [training@hscmd.org](mailto:training@hscmd.org) if they need to cancel or can't make it to a training or meeting for which they have registered. Ariel mentioned that a new and improved website is in the works and will make registering for meetings and trainings much easier.

## 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 – **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) HSCPs were also reminded that the reports would be due by the 10<sup>th</sup> of the month instead of the 15<sup>th</sup> for the next fiscal year. Vivian Owen asked for clarification regarding when the report for July was due. It will be due on Monday, August 11, 2014 since the due date falls on a Sunday. Ariel asked the HSCPs to submit their report utilizing the same spreadsheet as usual and to keep in mind that it may be updated for the new contract in order to capture new requirements. HSCPs were asked to think of ways they could begin to capture the new Medicaid vs. non Medicaid data in order to discuss in future meetings.

### *Care Coordination*

1. Timeliness Report for June 2014 – **The timeliness report for June 2014 was shared with HSCPs.**
2. Annual Review of Timeliness Report – **It was noted that the “analysis box” in the spreadsheet did not allow for input, Ariel will make the correction to the document and send it to everyone.**
3. Client Services by Program Component Report (see individual reports) – Ariel then addressed the **Program Component report and how well all the HSCPs are doing since the PC errors were minimal. Everyone is doing a great job! HSCPs were then reminded to run the Active Caseload reports and use the range dates of 10/01/2008 to July 1, 2013 and check for old care plans which haven't been closed.**
4. On-boarding new staff and orientation - Ariel once again advised the HSCPs that **all new staff must have a work e-mail and work phone prior to requesting Citrix and HMS access and not to use personal e-mails. New staff must be provided orientation prior to seeing participants.**

## VII. Trace Tickets

None

## VIII. Other Items/Open Discussion

1. Requirements to capture Medicaid Numbers – Medicaid checked off on Prenatal/Postnatal Screens – **HSCPs must assure that an attempt to gather Medicaid information is made and documented in HMS for all screens that identify that the participant is a Medicaid recipient. QA/QI team be checking for this during audits and desktop monitoring.**
2. Nurse Family Partnership – Reminder Local code – **HSCPs were advised that the local code for NFP must be utilized for all referrals made. 7 participants have been referred so far. 200 pamphlets were shared with the providers (100 English and 100 Spanish). Only participants which meet the specific criteria will be referred at this time. Manny Fermin reminded the HSCPs to refer to Health Connect in the Early Years accordingly as well.**
3. E-mail relating to Classes in the community – **An e-mail was sent out in regards to each provider's classes. HSCMD is requesting specifics for all classes such as days, times, locations, topics etc. HSCMD will be reviewing effectiveness and will be making changes based on participant's needs. Ariel asked for the providers to send us ideas on how they see our system changing as it relates to classes.**
4. HSCMD Website Maintenance – **HSCPs were reminded to update their class schedules in the website. The QA/QI team has noticed that a lot of the information on the site is outdated. We can't afford inaccurate information on the site as it is open to the community.**



5. Open Discussion

- **Rachelle Theodore asked the providers not to request screens which were not assigned. Ariel noted that HSCMD has instructed the providers to screens assigned for the purposes of linking the Initial Contact rather than having the participant enter Healthy Start via self-referral.**
- **Melvin Hernandez advised that there must be an attempt to contact all car seat winners within 5 days from the day the provider is notified by HSCMD. All attempts must be coded in HMS as well as the Car Seat local code for all installations. Please contact Melvin or Ariel if a car seat is needed as HSCMD will provide it.**

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