



**Health Management System (HMS) Meeting  
Friday, September 13, 2013  
Time: 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 August 9, 2013 Minutes

**HMS Access – Reminder**

1. TO: [DLHMSSupport@doh.state.fl.us](mailto:DLHMSSupport@doh.state.fl.us) and CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)
2. Change in Protocols when requesting New Passwords (Reminder)

**Healthy Start Programmatic Updates/Changes**

1. Request for Case Transfers
  - a. New E-mail: [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org)
2. Contract Documents and New Reporting Format (Preview and Discussion)
3. E-mails requesting documents/reports, etc.
4. Utilizing HSCMD's website for all standing meetings

**Quality Assurance & Improvement**

**a. HMS & Reports**

1. E-mails to Tallahassee (DLHMSSupport) - Only for Citrix/HMS access or removal. HSCMD needs to be copied.
2. Local Codes in HMS – Reminder to keep using as needed
3. Report Portal Reports – should be used on a monthly basis (at a minimum)
4. Capturing Medicaid information in HMS

**b. Monthly & Quarterly Report**

1. Sending both Monthly and Quarterly Reports – QI/QA Team and **not** Manny Fermin
2. Preview of new programmatic reports

**c. Monitoring Visits**

1. 2013-2014 Site Visits – Any changes needed

**d. Care Coordination**

1. Timeliness Report for July 2013
2. Florida Department of Health in Miami-Dade County, Healthy Start Data Management Office – Case Re-assignments (follow-up)
3. Utilizing MomCare Information Search Form (required for ALL Unable to Locate clients at IC and OC)
4. Registration of Clients in HMS (1 time only)
5. Follow-up Letters to HS Providers (i.e. UMNICU)
6. Issues with IA in HMS – concern noticed by MDFLP Program Manager (Gayane S.)

**e. Classes/Wraparound Services**

1. Babies R Us – feedback
2. Sharing of open Events to community partners and website

**VII. Trace Tickets**

None

**VIII. Other Items**

- Coding Training Recap (pending)
- Car Seat Refresher Course – follow-up
- Open Discussion

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



## Health Management System (HMS) Meeting

Friday, September 13, 2013

Time: 11:00am - 1:00pm

### Minutes

Staff Completing Minutes: Melvin Hernandez, Quality Improvement & Assurance Specialist  
Ariel Morel, Program Manager

Meeting Started at: 11:17 am

Meeting Ended at: 2:30 pm

#### **HMS SIG Conference Call Wrap Up**

Additional discussion was completed between local HSCP's regarding the Medicaid numbers being captured in HMS. HSCMD instructed all Program Managers to ensure that their staff is beginning to collect Medicaid Numbers when talking with their clients. Manny emphasized once again the importance of capturing this information as it is related directly to almost 50% of funding Healthy Start receives. Regardless of a Medicaid number or not, Manny stressed that all women will be served and he wanted to ensure that all staff understands this point and not to discourage or turn away anyone if they do not have this information.

#### **HMS Minutes-**

Review of August 9, 2013 Minutes

Approved by: Ly Collins – UMSESS Program Manager  
Margie Aragon – UMNICU Program Manager

Everyone in the room was in favor and no deletion, but some corrections were made and suggested. Everyone agreed to approve the minutes with these necessary grammatical corrections.

#### **HMS Access – Reminder**

1. TO: [DLHMSSupport@doh.state.fl.us](mailto:DLHMSSupport@doh.state.fl.us) and CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)
2. Change in Protocols when requesting New Passwords (Reminder)

HSCMD Staff reminded everyone of the current policy as it relates to the above mentioned request.

#### **Healthy Start Programmatic Updates/Changes**

1. Request for Case Transfers
  - a. E-mail: [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org)

HSCMD Staff reminded everyone of the current policy as it relates to the above mentioned request.

2. Contract Documents and New Reporting Format (Preview and Discussion)

Ariel advised that the documents would be made available on the HSCMD Administrator Tool site. A preview was done and discussion was completed. The HSCP's were advised that the Coalition would look into making all the attachments and exhibits available online. The HSCP's were reminded that contracts were sent out to their respective CEO/Administrator and that they should ensure they take the time to read it prior to signature. The new reporting format was discussed on when it was going to be due. Since the contracts would be going out by October 1, 2013 the Coalition would be OK if the providers used the 2012-2013 reporting format to report their quarterly report accordingly. But, the Coalition also advised that by June 2014, the Providers should have completed the 1<sup>st</sup> Quarter report information to ensure that an "Annual" report was completed utilizing the new reporting format. HSCP's could use the new reporting format to complete their 1<sup>st</sup> Quarter report if they choose to.

3. E-mails requesting documents/reports, etc.

Melvin advised all HSCP's should be sure to have searched and looked for any documents they were waiting to receive from someone prior to sending out an e-mail requesting it to be either re-sent to assume it was never sent. This would allow for staff to not spend time trying figuring out what happened, when it could have all been avoided if the person initiating the e-mail could have searched for the information first.

- 4 Utilizing HSCMD's website for all standing meetings

Melvin advised all HSCP's must utilize HSCMD's website for registration to all our meetings and trainings. This is now a contractual obligation and a second sign-in sheet that is blank will no longer be printed out for HSCP's staff. This will be closely monitored and will be addressed during the monitoring visit accordingly. This will assist the QI/QA Team to better monitor attendance, etc.



## **Quality Assurance & Improvement**

### **f. HMS & Reports**

1. E-mails to Tallahassee (DLHMSSupport) - Only for Citrix/HMS access or removal. HSCMD needs to be copied.

Ariel provided a friendly reminder in regards to the current policy regarding this type of request.

2. Local Codes in HMS – Reminder to keep using as needed

Ariel reminded everyone of the current policy regarding the use of these codes. Continued to stress the importance that everyone who should be using these codes are doing so and accurately. If anyone continues to have any questions and/or need assistance, please contact the QI/QA Team.

3. Report Portal Reports – should be used on a monthly basis (at a minimum)

Ariel reminded everyone on the importance of utilizing these reports. This will be required to be used and analyzed during your quarterly reports. Ariel quickly verbalized where these reports can be located.

4. Capturing Medicaid information in HMS

This was thoroughly discussed during the HS SIG Conference call and earlier during the HMS SIG Conference Call Wrap Up portion of the meeting. Manny is insisting that everyone understand the importance on the impact of capturing all the Medicaid information as much as possible and further discussion will be completed accordingly. This information should be captured accordingly in HMS and the “start” date will be followed up with as to what should go there.

A Local Code for Medicaid will be created for purposes of documentation regarding not having this information at the time of meeting with the client. It was agreed to do a local code for the purposes of ensuring everyone documents this effort and would have a location in HMS to document their information they do have.

### **g. Monthly & Quarterly Report**

1. Sending both Monthly and Quarterly Reports – QI/QA Team and **not** Manny Fermin

Ariel requested and advised to all HSCP’s that when sending Monthly and/or Quarterly Programmatic Reports, they must be addressed to the QI/QA Team and not Manny. When making such packages addressed to him, this delays in it reaching its proper destination.

2. Preview of new programmatic reports

A lengthy review was completed by Ariel regarding the reports. A quick overview was provided and many questions were being raised by everyone. QI/QA Team took the time to review some portions of the tool as the providers were anxious to receive it so that they could start working on it. A follow-up meeting would be scheduled so that further questions and answers could be discussed.

### **h. Monitoring Visits**

1. 2013-2014 Site Visits – Any changes needed

Ariel requested that for anyone who still needed a change, that they must submit a request by the end of the day. After today, those dates that were previously shared in August/2013 would be the dates that would be official. Unless otherwise requested, HSCP’s must ensure their staff and themselves are made available for the audit.

### **i. Care Coordination**

1. Timeliness Report for July 2013

Melvin reviewed the numbers for everyone and stressed the importance of reviewing with staff accordingly. Ariel emphasized that they should not throw these out as they would need this information to be inputted in their Annual Report and so they must save this information for a later use and/or input as they get the information accordingly.

2. Florida Department of Health in Miami-Dade County, Healthy Start Data Management Office – Case Re-assignments (follow-up)

HSCMD staff inquired on the status of the client’s re-assigned. Many of the providers reported that they have been able to successfully make contact with those clients assigned. HSCMD will follow-up next month accordingly.



3. Utilizing MomCare Information Search Form (required for ALL Unable to Locate clients at IC and OC)

Melvin emphasized the need to ensure that for every Unable to Locate a MomCare Search Request must be submitted. It is required prior to closing out a case. All providers were instructed to ensure they submit this information accordingly. Also, Ariel mentioned that some providers aren't even sending any requests at all, but yet Unable to Locates are being documented in HMS – this will be followed-up with accordingly as the QI/QA Department keeps track of this information.

4. Registration of Clients in HMS (1 time only)

Ariel emphasized that this is suppose to only occur 1 time. In an effort to avoid duplication, Melvin stressed that everyone should look up in HMS prior to creating a profile. Looking up methods include by DOB, first three letters of the first and last name, medical record number, etc.

5. Follow-up Letters to HS Providers (i.e. UMNICU)

Melvin and Ariel advised that this type of letter does not need to be sent to UMNICU. Also, emphasized that UMNICU is not the provider and this applies to everyone. It was clearly advised that the provider for Prenatal Screens – is that of the OB/GYN who is listed on the screen and for Postnatal it is where the baby was born (i.e. Jackson Memorial Hospital, Baptist, etc.). If Margie and/or someone from UMNICU complete a transfer then the provider who should be receiving any correspondence would be Jackson Memorial Hospital, not UMNICU.

6. Issues with IA in HMS – concern noticed by MDFLP Program Manager (Gayane S.)

Gayane advised that when she is saving information she has edited on IA that was previously saved, it sometimes erases all the information previously completed that she did not touch. No other users reported this type of issue, but Gayane wanted to bring it up to everyone's attention.

#### **j. Classes/Wraparound Services**

1. Babies R Us – feedback

Ariel didn't get an opportunity to ask for any feedback at this meeting but requested to the providers that they ensure they provide feedback accordingly. Manny stressed that this was a partnership and wants to ensure that we are getting what was promised to us and if it's not working, that is fine, but it would be good to know so that the Coalition could follow-up accordingly.

2. Sharing of open Events to community partners and website

Ariel advised that the HSCP's should continue to ensure that the website is up-to-date with current classes. The QI/QA team is ready to start making random visits and sooner or later these will be occurring.

#### **VII. Trace Tickets**

None

#### **VIII. Other Items**

- Coding Training Recap (pending)

This remains on the agenda until further notice.

- Car Seat Refresher Course – follow-up

Ariel provided a PowerPoint presentation and handouts that were unable to be sent via e-mail and stressed the importance of seeking guidance when a provider wants to conduct an event. Ariel advised that each agency should adhere to the HSCMD's recommendations of no more than 5 seats at a time requested (and if more is needed, this will be decided on a case by case basis) and stressed the liability issues when it comes to completing installations. Ariel provided feedback on how things are going with those who have been requesting car seats and thanked everyone for ensuring they are following up accordingly. Also stressed the importance of following protocols and if an agency did not have a CPST on staff, those agencies should take the time to reach out to those agencies that do and everyone should try and assist accordingly. There are enough CPST's throughout the HSCP's that someone should be able to help someone out. Margie requested specific seats be made available to UMNICU at times b/c of the needs but Manny warned on the issue that this would put a strain on the Coalition's resources as the Hospitals have an obligation to ensure a child doesn't leave the hospital without a seat and primarily they should be getting these seats from the Injury Free Coalition.

- Open Discussion

Time was used during the Programmatic Reporting.