Continuous Quality Improvement (CQI) Meeting
Friday, January 9, 2015
Time: 9:30 am – 11:30am
<u>Agenda</u>

I.   Welcome and Introductions   Ariel Morel, Director of Quality Assurance & Quality Improvement
                                              Melvin Hernandez, Quality Assurance & Improvement Specialist

II.   CQI Minutes – Review of December 12, 2014 Minutes

III.   HMS Access – Reminder

1. Gain Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain)
   and CC: HMSACCESSMD@hscmd.org
2. Remove Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov (*NEW Domain)
   and CC: 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)

IV.   Healthy Start Programmatic Updates/Changes

1. Request for Case Transfers (Include participant's zip code) Reminder: E-mail casetransfer@hscmd.org
2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training
3. Update to Healthy Start Standards & Guidelines

V.   Quality Assurance & Improvement

Monthly & Quarterly Report

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QA/QI Team and **not** Manuel E. Fermin, Chief Executive Officer

Care Coordination

1. Timeliness Report for December 2014
2. Proper Completion of Provider Follow-Up Letters
3. Entering IC forms into HMS
4. Progress Notes feature in HMS
5. Tracking Medicaid vs. Non Medicaid by Month – Discussion

VI.   Trace Tickets

VII.   Other Items/Open Discussion

1. Coding Training Follow-Up
2. Proper Training of Lead Staff
3. Open Discussion

Next CQI Meeting: Friday, February 13, 2015 at 10:00 a.m.
Healthy Start Coalition of Miami-Dade
7205 NW 19th Street, Suite 500, Miami, Florida 33126

Start Time: 9:40am
End Time: 12:45pm

I.	**Welcome and Introductions**	Ariel Morel, Director of Quality Assurance & Quality Improvement
		Melvin Hernandez, Quality Assurance & Improvement Specialist

II.   **CQI Minutes** – Review of December 12, 2014 Minutes

First Motion to approve: Heather Baker
Second Motion to approve: Chinyere Woke

III.   **HMS Access – Reminder**

1. Gain Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov   (*NEW Domain)
    and CC: HMSACCESSMD@hscmd.org
    Healthy Start Contracted Providers (HSCPs) were reminded to utilize the appropriate e-mail addresses when requesting new staff access to HMS.
2. Remove Access to Citrix/HMS: TO: DLHMSSupport@flhealth.gov   (*NEW Domain)
    and CC: 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.
    Healthy Start Contracted Providers (HSCPs) were reminded to utilize the appropriate e-mail addresses when removing staff's access to HMS as well as transferring all staff's cases.
3. Protocols for requesting New Passwords (Reminder Timeline to gain access to Citrix/HMS from HSCMD (3 business days from when DOH provides Citrix access)
    HSCPs were once again advised that HSCMD staff has up to three (3) business days to grant access to staff once notification is received from DOH.

IV.   **Healthy Start Programmatic Updates/Changes**

1. Request for Case Transfers (Include participant's zip code) Reminder: E-mail casetransfer@hscmd.org
    The proper procedure for requesting case transfer was discussed. Program Manager accepting the transfer must be copied along with the required transfer e-mail address. Participant's zip code must be included.   HSCPs were reminded to assure that the file is complete and up to date prior to requesting the transfer. The receiving provider must follow up with the requesting provider to fix any errors before accepting the transfer.
2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training
    HSCPs were advised that they must utilize the website for registering for all meetings since this is used to track attendance. HSCMD is in the final phase of testing the new website (which will hopefully be more user friendly) with a target of February 2015.
3. Update to Healthy Start Standards & Guidelines
    Ariel Morel referred to an e-mail sent out on January 8, 2015 regarding the updates being made to the HSSGs. All HSCPs will be required to review and reply by the specified due dates for each chapter being updated. Ariel reminded the HSCPs that this is an all-inclusive process and that all staff (frontline and administrative) should be allowed to review and provide input. HSCPs must reply to admin@hscmd.org by the respective due dates.

V.   **Quality Assurance & Improvement**

Monthly & Quarterly Report

1. Reminder: Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QA/QI Team and **not** Manuel E. Fermin, Chief Executive Officer
    All monthly and quarterly reports must be made out to Ariel Morel or Melvin Hernandez. This will assure timeliness receipt. HSCPs were reminded to include their class schedules with the quarterly reports as well.

Care Coordination

1. Timeliness Report for December 2014
    December's Timeliness report was shared and discussed. We are at 96% as a whole.

2. Proper Completion of Provider Follow-Up Letters
All sections of the letter must be completed. Full name, DOB, address etc. This is an important form of communication and is a requirement. There should not be any blanks on these letters. HSCMD received a letter which only contained the participant's name. This is not acceptable.

3. Entering IC forms into HMS
HSCPs must follow up with FDOHMD regarding screens which have not been returned (this pertains to people who complete ICs prior to assignment). It was recommended that the provider check back within two (2) weeks if they haven't received a screen back. If the screen has been assigned to another provider, it is the responsibility of the HSCP which completed the IC to communicate (via phone or e-mail) with the provider receiving the screen. This communication must be clearly documented in HMS.

4. Progress Notes feature in HMS
HSCPs were reminded to utilize the Progress Notes feature in HMS for case which do not have a Care Plan. If there is a Care Plan for the participant, all documentation must be entered there. Progress Notes are only used when there is not a Care Plan.

5. Tracking Medicaid vs. Non Medicaid by Month – Discussion
There was a discussion on how Miami-Dade will be able to track Medicaid vs. Non Medicaid participants who receive a billable service on any given month. Manny stated that the state does not track these participants by name and will not provide a list to HSCMD. It will be left to HSCPs to come up with an effective way to track these participants. Tania recommended an Excel spreadsheet. Heather recommended utilizing an HMS report, but that only provides a snapshot in time of when the number was gathered. Rachelle Theodore recommended creating a local code to identify once a participant's service is billed. Vivian Owen addressed the fact that participant eligibility expires so services must be provided sooner rather than later in order to pull down funding. This will be an ongoing discussion.

VI.   **Trace Tickets - None**

VII. **Other Items/Open Discussion**

1. Coding Training Follow-Up
Ariel announced that all staff had passed the training and certificates would be distributed accordingly.

2. Proper Training of Lead Staff
Lead staff should be trained in protocols and should be able to act on behalf of the Program Manager in their absence. The lead staff should be copied on pertinent e-mails such as case transfers and HMS access/removal. However, lead staff must not sign off on training and travel request forms and must remain an administrative duty.

3. Open Discussion

- **Manny took the opportunity to discuss the magnitude of changes occurring in the Healthy Start system of care and how we have a once in a lifetime opportunity to voice our concerns, opinions, questions and recommendations regarding the HSSGs. All staff must become familiar with the guidelines.**
- **Ariel took the opportunity to advise the staff that this meeting will now be called the Continuous Quality Improvement Meeting.**