



**Continuous Quality Improvement (CQI) Workgroup Meeting**  
**Tuesday, October 27, 2015**  
**Minutes**

**Agenda**

**I. Welcome and Introductions**

Ariel Morel, Director of Quality Assurance & Quality Improvement  
Melvin Hernandez, Quality Assurance & Improvement Specialist

Start time: 9:45am  
End Time: 1:15pm

**Healthy Start Staff present**

Vivian Owen – Avanti Support & Services  
Claudia Polastri – Borinquen Medical Centers of Miami-Dade  
Nelly Hansen Vik – Florida Department of Health in Miami-Dade  
Tania Ramirez – Institute for Child & Family Health  
Chinyere Woke – Jessie Trice Community Health Center  
Beatriz Cruz – Miami Beach Community Health Center  
Heather Baker – The Village South  
Isa Piloto-Baker – University of Miami SESS

**Healthy Start Staff present**

Manuel Fermin, Olivia Lawson, Ariel Morel and Melvin Hernandez

**II. CQI Minutes** – Review of August 25, 2015 Minutes

**Approved** – First Motion: Heather Baker  
Second Motion: Chinyere Woke

**III. Well Family System (WFS) Access**

1. Gain Access to WFS: [WFSACCESSMD@hscmd.org](mailto:WFSACCESSMD@hscmd.org)

HSCPs were advised to utilize the appropriate e-mail address and to copy respective staff when requesting access for WFS.

2. Remove Access from WFS: TO: [ADMIN@hscmd.org](mailto:ADMIN@hscmd.org) Reminder: All of staff's remaining cases must be reassigned.

HSCPs were advised to send the e-mail to Admin one day before staff's departure (even if they had advised sooner). HSCPs were reminded to utilize the appropriate e-mail addresses and copy respective staff when requesting removal from WFS as well as reassigning all staff's cases. Must include the end date for the staff as well.

**IV. 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 include the participant's zip code and to copy the appropriate Program Manager when requesting case transfers to other HSCPs.

2. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training

**HSCPs were reminded to use the website for all meetings and trainings. They were also reminded to keep updating their classes on the website.**

3. Well Family System
  - a. Case Assignments – How to handle cases officially assigned by FDOHMD which already have an IC completed.

**HSCPs were reminded that the intake date would not be altered. HSCPs would be officially assigned the case from FDOHMD and document accordingly in their notes.**

## **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

**HSCPs were reminded to submit their reports directly to the QA/QI Team in order to ensure timeliness of receipt.**

2. Do not include other documents when submitting the monthly/quarterly reports.

**HSCPs were reminded not to mix documents when submitting to HSCMD. Do not include car seat forms when submitting their monthly reports. .**

3. Other documents must be submitted separately. All envelopes must be labeled and list the contents.

**All envelopes should be labeled with the contents**

### *Care Coordination*

1. Data List Reports

**Melvin Hernandez reminded HSCPs to run data list reports in WFS as a tool to assist with managing caseloads and auditing. Although the reports may take more time than HMS did, they are still very helpful as far as case management is concerned.**

2. Data Entry Date Stamp

**The data entry date stamp feature in the encounter page in WFS was discussed. However, they is no report to run for a cumulative total (in order to measure staff's performance). HSCPs will need to look at each encounter individually.**

## **VI. Other Items/Open Discussion**

1. United Way – Candy Fundraiser & Baked Treats

**Olivia Lawson advised the HSCPs about the baked goods and candy available for fundraising efforts for the United Way.**



## 2. Open Discussion

- a. An announcement was made regarding the upcoming annual meeting and for any providers who were sponsors to submit their money and media ad for the program.
- b. HSCPs were reminded to include how each participant enters Healthy Start (via self-referral, screen and to specify who referred (community provider, hospital or OBGYN)
- c. Claudia Polastri (Borinquen Medical Centers) reported that sometimes she has an issue with her infant cases in which the mother's Medicaid number shows up instead of the infant's. She could not identify the participant at the time of the meeting and will follow up. Manny continued the discussion and the importance of logging these issues. He discussed maybe hiring someone to cross reference date in WFS then asked the HSCPs if they would be willing to check the accuracy of the date in WFS (possibly the Program Managers if they had the time). There were no volunteers.
- d. Manny asked the HSCPs about their experiences with Go Beyond as far as getting support. Only four HSCPs gave feedback with two not being satisfied (lack of follow up, lack of accountability and poor customer service) and two who stated they were completely satisfied.
- e. Ariel Morel announced that he would be on vacation from 10/29/2015 to 11/12/2015 and to copy admin on all e-mails.
- f. Claudia Polastri (Borinquen Medical Centers) mentioned that she had an open position and would really appreciate any referrals.
- g. Chinyere Woke (Jessie Trice Community Health Center) announced that JTCHC was now a DCF Medicaid Access Provider and that participants could apply at their site.
- h. Heather Baker advised that CMS is not receiving new referrals at this time and will follow up to find out more details as to which program(s)
- i. Manny discussed upcoming changes in our system of care and creating enhanced programs in which certain providers will focus their time on specialized services. For example, counseling. He asked that the HSCPs that have counselors on staff to begin thinking of specific curricula, timelines and number of sessions since we will need to create a criteria and consistent protocols for all.
- j. Ariel mentioned that our substance abuse numbers are very low and that although we are identifying them we aren't referring them to services (outside providers). Manny recommended that UMSESS staff trained in substance abuse provide a training to the HSCPs.

**Next CQI Meeting: Tuesday, December 22, 2015 at 9:30 a.m.  
Healthy Start Coalition of Miami-Dade  
7205 NW 19<sup>th</sup> Street, Suite 500, Miami, Florida 33126**