



**Continuous Quality Improvement (CQI) Workgroup Meeting**  
**Tuesday, December 20, 2016**  
**9:30am – 12:30pm**

**Minutes**

**Healthy Start Providers 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  
Judith Morales – Institute for Child & Family Health  
Ricci Holloway – 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 Coalition of Miami- Dade Providers present**

Manuel Fermin, Evelyn Castillo, Anthony Gassett, Alva De la Fe (Administrative Temp) and Melvin Hernandez

**I. Welcome and Introductions**

Melvin Hernandez, Quality Assurance & Improvement Specialist

**II. CQI Minutes** – Review of May 5, 2016 and August 23, 2016

*At the request of the CEO, these minutes will be tabled during our next scheduled meeting in February. He emphasized the importance of reviewing these minutes carefully, with patience and whenever possible in advance. The minutes were not made available till the day of the meeting therefore not allowing him to review in advance.*

**III. Healthy Start Reminders/Updates**

1. Request for Case Transfers (Include participant's zip code and Program Manager of the receiving organization) Reminder: E-mail [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org)  
*Providers present were reminded to include the client's zip code when making transfer requests and to include the receiving Program Manager in the e-mail.*
2. Scanning Documents – FY2015-2016 to current  
*Providers were reminded to scan and upload documents from July to current date. (Anything signed by the client) Healthy Start screens will not need to be uploaded at this time. Manny Fermin asked the Providers how they cross reference the physical screen to what's actually in WFS. All Providers confirmed that they are cross checking.*
3. Wraparound Group Classes
  - a. Contractual Requirement  
*Providers were reminded that providing wraparound classes is a contractual requirement.*
  - b. Posted on HSCMD Website  
*Providers were reminded to post all classes on HSCMD's website. Also a contractual requirement.*
4. Moving Beyond Depression Criteria

*Providers was reminded to explain to all clients being referred to MBD that the services would be provided during home visits and that it is a 16 week program. We want to assure clients are willing to participate. Miami-Dade County is the only county providing MBD at this time and we want to assure we document all services properly and remain successful.*

5. Zika materials distribution

*Providers was reminded to include Zika educational material log with the monthly reports as well as maternity tees log and IC's completed prior to assignment log. Reports will be considered as incomplete if any of the logs are not completed and submitted.*

#### **IV. Quality Assurance & Improvement**

1. Healthy Start Psychosocial Screening Protocol: Perinatal Depression, Intimate Partner Violence (IPV) and Substance Abuse in Pregnant and Postpartum Women – Updates  
*As per the providers, Referrals are going well. HSCMD will update the existing protocols. All Moving Beyond Depression cases will be distributed among the 3 providers. HSCMD will be working on creating MBD protocols.*

2. Play Pen Protocol

- a. Weight limits 15lbs for Bassinet and 30lbs for the Play Yard
- b. Appropriate education and documentation (Safe Sleep)

*Providers were reminded of weight limits for bassinet and play yard and to always send educational materials. All Providers must clearly document the education provided in WFS.*

3. Documents and Scanning (items signed by the client, FSP, HS Screens, Self-Referrals)  
*Discussed earlier in the meeting.*

4. Maternity Tees

- a. Receipt confirmation  
*Providers confirmed receipt.*

- b. Monthly distribution log

*Providers reminded to report monthly and to distribute to all pregnant clients. We want to give these out and not have any go to waste.*

5. Update on Contracts

*Providers confirmed that any questions or concerned regarding the contracts were emailed to us. Calls are being made and contract negotiations are taking place.*

6. Complaint procedures

- a. How do you handle complaints?

*Providers discussed the grievance procedure for their organizations.*

- b. Organization's Policy

*Providers were asked to submit copies of their employee handbooks.*

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

1. Open Discussion

- a. *Providers were asked to email contract recommendations and questions to [admin@hscmd.org](mailto:admin@hscmd.org)*

- b. *Providers were asked what the max number of materials/items they can store at their locations. The Coalition would like for them to have items on hand rather than request items so frequently.*

- c. *Staff were reminded to check the tickler reports and assure that all cases are in compliance based on level. Melvin Hernandez emphasized how important this is and advised staff to close cases for clients who aren't responding to attempts within 30 days in order to remain compliant. He also stressed that attempts could still be made for closed cases and to simply document these attempts in the closed file. Manny Fermin asked the Providers to submit their recommendations as well. This is a team effort.*
- d. *Nelly Hansen-Vik discussed some cases in which the MCO is listed as "Atlanta" or "Tampa". Manny Fermin asked that she submit the Case IDs for these cases in order for HSCMD to follow up accordingly.*
- e. *Providers were advised that HSCMD is currently hiring. Positions available are Program Manager and Community Liaison*
- f. *Melvin Hernandez reminded staff that all information in WFS must be filled out and completed. Demographic data is still incomplete in some cases. Manny Fermin advised the providers that the Coalition will be completing random audits and begin officially citing them for incomplete data in WFS. We want to assure that we get reimbursed for our hard work. Up till this point HSCMD has covered any financial penalties but this may change.*
- g. *ICC documentation was discussed. Providers were reminded that the only time interconception services (8013) would be coded under the prenatal service component is during the eight week post-partum period. They were also reminded that ICC women (Program Component 22) must be leveled 3 while receiving services from Healthy Start.*