



Continuous Quality Improvement (CQI) Workgroup Meeting
Thursday, May 5, 2016
1:30pm – 4:30pm
(Rescheduled from April 26, 2016)
Minutes

Time Begin: 1:30pm

Time End: 4:30pm

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
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Anne Marie Bruny – 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 Staff present

Manuel Fermin, Aaron Palazzolo (Consultant), and Melvin Hernandez

I. Welcome and Introductions Melvin Hernandez, Quality Assurance & Improvement Specialist

II. CQI Minutes – Review of February 22, 2016 Minutes

Approved

First motion – Heather Baker

Second motion – Claudia Polastri

III. Healthy Start Reminders/Updates

Staff present were reminded to use the appropriate listservs for requesting access or removal of database systems.

Staff were reminded to include the client's zip code when making transfer requests and to include the receiving Program Manager in the e-mail.

Staff were reminded about the WFS Rollout meeting.

1. Gaining Access to WFS: E-mail to WFSACCESSMD@hscmd.org
Remove Access from WFS: ADMIN@hscmd.org
2. Remove Access from HMS: dlhmssupport@flhealth.gov
Case Reassignment for Vacating Staff
3. Request for Case Transfers (Include participant's zip code and Program Manager of the receiving organization) Reminder: E-mail casetransfer@hscmd.org

Staff were advised to scan and upload documents in WFS. No need to fax or email.

4. Utilizing HSCMD's website for all standing meetings/trainings

5. Updated Materials Request Form (Revised 3/18/2016)
6. Upcoming WFS Post Program Rollout Site Visit – June 8, 2016 at 10:00am

IV. Quality Assurance & Improvement

Monthly & Quarterly Report

Staff were reminded to include required information on correspondence.

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

Care Coordination

1. Tickler Reports – *Program Managers were reminded to run the tickler reports to check for compliance as well as identifying trends or errors in data.*
2. Data Lists - *Staff were advised to run active caseload reports on an ongoing basis (monthly at a minimum) to check for case closures and to monitor their staff's caseloads. Manny asked Nelly Hansen Vik to run a report for participants who were identified as smoking on the screen. He would like a detailed report to include client names. Staff were reminded to use the appropriate identifiers when registering clients in WFS. (Alcohol, tobacco)*
3. Duplicate Referrals – *(Check tabs on the main demographic page) – Program Managers were reminded that now that we are in our second year of WFS they must check for duplicates and note the number of tabs included in the demographic page. Assure they click on the appropriate tab for the current pregnancy.*
4. Capturing Demographic Data – *Program Managers were once again reminded that all demographic data must be complete in WFS. This is the only way we can run specific demographic reports. The demographics must be completed once contact is made.*
5. Duplicate EDD – *Staff was advised to check the EDD under the “Health” tab in WFS and check for duplicate EDDs. Unsure why this is occurring, it may be due to the EDD on the screen dumping over to the health tab.*

V. Other Items/Open Discussion

1. Open Discussion
 - *Scanning was discussed and what documents need to be scanned. At this time it was agreed that all documents which contain client signatures must be scanned.*
 - *OBGYNs sending incomplete screens. HSCMD will need to follow up with these doctors.*
 - *Discussed the possibility of coding text messages as attempts (3103, 3303). HSCMD will need to follow up with the state.*
 - *Providers were reminded that all programmatic discussions with Go Beyond must include HSCMD and include a detailed summary of the discussion.*
 - *Manny asked the Providers to promote the Prematurity Symposium on May 20, 2016 to all their colleagues and to register online. We must all promote the event.*