



**Maternal, Infant and Child Health (MICH)
Provider Committee Meeting
Tuesday, November 25, 2014
9:41 am – 12:35 pm
Minutes**

Present Healthy Start Providers:

Avanti Support & Services: Vivian Owen
Borinquen Medical Centers of Miami-Dade: Claudia Polastri
Community Health of South Florida: Michelle Robinson
Florida Department of Health in Miami-Dade County Healthy Start Data Management Office: Rachelle Theodore
Institute for Child & Family Health: Tania Ramirez
Jessie Trice Community Health Center: Chinyere Woke
Miami Beach Community Health Center: Beatriz Cruz
Miami-Dade Family Learning Partnership: Marilaura Amorese
Our Olive Branch: Amy Olen
The Village South: Heather Baker
University of Miami Department of Pediatrics Neonatology Department: Dr. Shahnaz Duara, Margie Aragon
University of Miami Starting Early Starting Smart: Dr. Connie Morrow, Ruth Carrasco

Present Healthy Start Coalition of Miami-Dade Staff: Manuel Fermin (on phone & person), Ariel Morel, Robin Grunfelder (Consultant), Jeannette Torres (Consultant) and Melvin Hernandez

I. Healthy Start Coalition of Miami-Dade (HSCMD) Update

**Manuel Fermin,
Chief Executive Office**

A. Welcome and introductions

The meeting began at 9:41 am, attendees introduced themselves.

B. Approval of Minutes from July 22, 2014 Meeting

Minutes from the last meeting held on September 23, 2014 were reviewed – Unanimous decision to approve with minimal typographical edits.

First Motion: Heather Baker, The Village South

Second Motion: Vivian Owen, Avanti Support & Services

C. Updates (programmatic, funding, organizational)

Manny discussed the challenges the Coalitions are having with the Network invoices and how there isn't a report from HMS to let us know who the Medicaid participants are. The Coalitions are still in negotiations with the Department of Health for the new contract. HSCMD has received payment for July 2014 and August 2014. He advised the providers to continue gathering the Medicaid information for all participants but that all referred participants would be served regardless of insurance status. HSCPs must be open to do things differently with all the upcoming changes in order to continue operating and serving as many families in Miami-Dade County.

D. Nurse Family Partnership

HSCPs were reminded to make referrals to Nurse Family Partnership and that pamphlets are available if needed.

E. Safe Sleep (E-mail sent on 11/18/2014 by Training Department)

HSCPs were reminded to order materials for Safe Sleep. Referred back to an e-mail sent out on November 18, 2014.

II. Education & Training Update

**Ariel Morel,
Director of Quality Assurance & Quality Improvement**

A. HSCMD Annual Luncheon and Awards Ceremony – Friendly Reminder!

- Friday, December 5, 2014 (11:30 am – 1:30 pm) – Jungle Island
- Sponsorship Opportunities – still available & welcomed

The Annual Meeting will be held on December 5th, 2014. HSCMD is expecting over 250 guests. Ariel Morel advised the Healthy Start Contracted Providers (HSCPs) that there is still time to register and to please arrive on time by 11:30am. There are eight sponsors so far but sponsorship opportunities are still available and welcomed.

B. Infant Maternal and Reproductive Health (IMRH) Meet-Me Conference Call:

- Tuesday, January 13, 2015 (10:00 am – 11:00 am) – First one of 2015!

A reminder e-mail will be sent out by HSCMD which will contain the call in number along with the conference code.

C. Maternal, Infant, and Child Health (MICH) Provider Committee Meetings:

- Tuesday, January 27, 2015 (9:30 am – 12:30 pm) – First one of 2015!
- Tuesday, March 24, 2015 (9:30 am – 12:30 pm)
- Tuesday, May 26, 2015 (9:30 am – 12:30 pm)

HSCPs were provided the upcoming schedule and reminded to register via HSCMD's website.

E. Systems Information Group (SIG) Calls, followed by Health Management System (HMS)

Follow-up Group Meeting:

- Friday, December 12, 2014 (10:00 am – 1:00 pm)
- Friday, January 9, 2015 (10:00 am – 1:00 pm)
- Friday, February 13, 2015 (10:00 am – 1:00 pm)
- Friday, March 13, 2015 (10:00 am – 1:00 pm)

The SIG Calls and HMS meetings will be added to HSCMD's website shortly in order to allow the HSCPs to register electronically.

F. Access to the Florida Department of Health's Official Learning Management System Train Finder Rreal-time Affiliate Integrated Network (TRAIN)

- Account Setup – for New Employees (Reminder)

Ariel Morel provided a friendly reminder advising the HSCPs that a TRAIN account must be requested for all new staff. This is a requirement for all new staff.

G. Interconceptional Education Training

- Date: Tuesday, December 2, 2014 (9:00 am – 4:30 pm) Day 1 of 2
- Date: Tuesday, December 9, 2014 (9:00 am – 4:30 pm) Day 2 of 2

Ariel Morel advised that the dates for the ICC trainings are fast approaching. HSCPs were reminded that it is a two (2) day training and that priority should be given to staff that has not yet been trained in ICC. Currently the training is full and there is a waiting list. Ariel reminded the HSCPs that the staff attending should be available to remain in the training all day for both days. If staff is not able to do so, please contact the QA/QI team in order to consider other staff to attend.

H. Coding Training for New Staff

- Date: Tuesday, December 16, 2014 (9:30 am – 4:30 pm)

HSCPs were reminded that there would be a coding training coming up. The training is geared for new staff primarily or existing staff in which the Program Manager feels that a refresher is necessary. Please contact the QA/QI team for more information and guidance.

I. Text4Baby Community Presentation

- Date: Tuesday, December 11, 2014 (12:00 pm – 1:30 pm)
- Location: United Way, Ryder Conference Room
- Lunch will be provided

The Text4Baby presentation will focus primarily on how Miami-Dade is doing as far as enrollment and to address efforts to increase the number of participants. A phone app has been developed and the presentation will address the marketing campaign. Marketing materials were displayed which include water bottles, hand sanitizers and lip balms.

III. The Jasmine Project

Dr. Connie Morrow, PhD,
University of Miami, Perinatal CARE Program

A. Federal Healthy Start Project Update

Dr. Morrow advised that The Jasmine Project (JP) has been re-funded as of 9/1/2014. JP will begin to focus more on father involvement which may be challenging due to the culture and lack of funding. She also stated that she had visited Washington DC in order to meet with other national projects (101 in total) and that it was a great experience to see how other programs operate. Currently JP is receiving about 35 cases per month, this number may need to increase in order to assure that the targeted number of participants are served. HSCPs were reminded that the cases should be referred prenatally.

IV. Quality Assurance / Quality Improvement (QA/QI)

Melvin Hernandez,
Quality Assurance & Improvement Specialist

A. Documenting Services and Information of Clients in Computer based system

Melvin Hernandez discussed the proper use of local codes in HMS such as Documentation Time (to be used when only providing wraparound services the date of service – otherwise the time spent on travel or documentation will be coded under 3320/3321 Care Coordination instead of the local code), Travel Time (to be used when only providing wraparound services the date of service – otherwise the time spent on travel or documentation will be coded under 3320/3321 Care Coordination instead of the local code), Medicaid Infant and Medicaid Mother (these codes will be used to document that the attempt to gather the Medicaid number has been successful. If unsuccessful the local code “Documentation” must be utilized). MomCare staff was advised to remember to document their attempts and successful contacts in the MomCare system.

B. Having all client records updated in a timely manner

HSCPs were reminded that all documentation must be entered within three working days from the date of service. If there any updates or edits made to the notes/comments, the provider must document this in the HMS system as part of the actual note and include why the change is being made.

C. Review required time frames in completing attempts, etc.

The required timeframes to make attempts to contact for all cases was discussed with the HSCPs and MomCare staff. It is imperative to make an attempt to contact the participant within five days of receipt. HSCPs were reminded that they do not have to wait to receive the official transfer from Florida Department of Health in Miami-Dade County in order to provide services and at a minimum make an attempt to contact within five (5) days from receipt of the transfer.

V. Operations Budget

Ariel Morel

A. Contract Update

Ariel Morel announced that HSCMD is in the final stages of completing the contract for the 2014-2015 fiscal year. Service Authorization letters would be mailed out extending until December 31, 2014, there are no changes from the original letter. Vivian Owen from Avanti Support & Services inquired about the financial penalties which will be imposed for the current fiscal year and expressed her concern. Manuel Fermin advised that HSCMD is working on strategies to deal with this and not have to face any financial penalties for any of the HSCPs. He encouraged the HSCPs to continue providing appropriate services and coding accordingly.

VI. Provider Issues

Margie Aragon, University of Miami NICU
Heather Baker, The Village / Westcare

A. HSCMD Board Of Directors Contracted Providers' Representatives update

Last year's budget and the current year's budget was presented to the Board of Directors. Manny discussed the challenges the Coalitions are having with the Network invoices and how there isn't a report from HMS to let us know who the Medicaid participants are. The Coalitions are still in negotiations with the Department of Health for the new contract. HSCMD has received payment for July 2014 and August 2014. He advised the providers to continue gathering the Medicaid information for all participants but that all referred participants would be served regardless of insurance status.

B. Providers' advocacy efforts

HSCPs were reminded of the importance of reminding our legislators about the importance of Healthy Start and its positive impact on the community. All participants should be provided the contact information of our local representatives and advised that they can reach out and let them know how the program has helped them and made an impact on their life.

VII. Florida Department of Health in Miami-Dade County, HSDMO

Rachelle Theodore,
Management Review Specialist

A. Move-It (Password Resets)

HSCPs were advised that if staff has not logged into the system their passwords would expires. All staff on the Move-It system should log onto the system in order to assure that the password is still active. Any issues with the system should be e-mailed to the help desk (tech support) with Rachelle Theodore copied.

VIII. Healthy Start Program Issues

Ariel Morel & Melvin Hernandez

A. Educational Materials Needing Approval (Reminder)

Ariel reminded the HSCPs that any materials shared with participants need approval from the Network. The approved list was distributed during the last provider meeting and will be posted on the website as well. Dr. Morrow asked if the Baby & Me curriculum was approved. Ariel asked her to please submit it to HSCMD in order to follow up with the Network.

B. Tobacco Cessation – SCRIPT Training and Coding

There have been three (3) SCRIPT trainings so far and there will be more coming up in the new year. HSCPs were reminded that only the staff members must be trained and certified in SCRIPT curriculum in order to code 8026 (Tobacco Cessation). Staff not certified in SCRIPT cannot code for 8026. CO monitors will be distributed soon as they were just recently received. HSCPs were reminded that all efforts should be made to provide and code for Smoking Cessation education (once certified) since it is now a statewide measure and our Smoking Cessation units will be looked at.

C. HSSG – Chapter 21 – ICC Coding Update

Chapter 21 which focuses on Interconceptional Counseling has been updated. HSCMD will be addressing these changes and will provide further follow up in the upcoming months.

D. Exhibit DD – Contact List (Reminder); Submit with New Staff/Changes in Organization

HSCPs were reminded to update their contact lists and update accordingly to include any changes to contact information, name changes, new staff or staff no longer there.

E. Targeted Outreach – Updated Memo

HSCPs were thanked for providing their input on the draft version of the Targeted Outreach memo. The complete and final memo will be sent out via e-mail by close of business.

IX. Guest Speakers

- A. Lashawn Royal-Moore, Child Fatality Prevention Specialist - Florida Department of Children and Families
 - i. Presentation on: Child Fatality Prevention

Florida Department of Children and Families' provided a Powerpoint presentation regarding Child Fatality Prevention.

X. Open Discussion

- Handouts regarding child restraint laws were distributed. HSCPs were advised that Carolina Maldonado (ICFH) would become a Child Seat Installation instructor.
- Premature Birth handout was distributed. The handout includes charts and data comparing the United States to other countries.

Manny once again asked the HSCPs about changing how we operate and maybe having some staff focus on the front end services such as Initial Contact and Assessments and having other staff focus on care coordination and wraparound. HSCPs were asked to share their thoughts, recommendations or what they feel is imperative for providing the best possible services.

- Vivian Owen from Avanti Support & Services stated that the most important part of her process is triaging the screen/referral and assigning it properly to staff based on their strengths and expertise.
- Claudia Polastri recommended creating a group or committee to focus on improving the system of care. Ariel stated that we would be having a Best Practice meeting in early 2015. Manny stated he would like to have a meeting sooner and asked the HSCPs to come up with some dates and possibly meet in December 2014. Manny recommended making this a working lunch meeting and asked the HSCPs to create a small group and get back to the Coalition.

- Michelle Robinson from CHI stated that she recommends that once a case is assigned it should remain with the same Care Coordinator in order to reduce the number of “unable to locate” after the IC has been completed.
- Rachelle Theodore from Florida Department of Health in Miami-Dade County stated that she thinks triaging the cases after the IC has been completed may work well and having certain staff focus on locating the clients for IC.
- Tania Ramirez from ICFH stated that her current system of assigning works for her agency. She triages the cases based on client’s needs, language etc.
- Chinyere Woke from JTCHC stated that she triages based on staff’s strengths. Role playing and training plays a large role in her program.
- Beatriz Cruz from MBCHC recommends assigning postnatal cases to more seasoned staff which may have more experience with motivational interviewing.
- Marilaura Amorese from MDFLP stated that they have a staff that focuses on ICs and then the cases get triaged and that their method has been successful. Manny disagreed with Marilaura’s statement and stated that MDFLP has had a backlog of cases and that their method may no longer work as for the agency.
- Heather Baker from TVS stated that she has notices when certain staff focuses on ICs there is a huge drop off during care coordination and that due to the size of her staff it may be a challenge to just have certain people focus on the front line.
- Dr. Duara from UMNICU stated that they focus on the smallest babies and have the lactation consultant provide the front line services and a few days later the care coordinator meets with the participant to provide ongoing services.
- Dr. Morrow from UMSESS stated that the model of having certain staff focus on the IC and then transferring to another Care Coordinator did not work for them. There were many lost to follow-up.
- Robin Grunfelder (HSCMD Consultant) shared that she used to work for a Manage Care Organization and they had a team that focused on the front line services then the cases would be assigned to another staff member for ongoing services.

A brief discussion followed in regards to participants were transferred from UMNICU and how to follow up with these cases. Ariel recommended that both agencies need to work together to assure a seamless transition. The participant should be made aware and the receiving staff/organization should be made aware of specific needs, issues or personality characteristics in order to avoid losing the participant to follow-up. This would also apply to those HSCPs that will have certain staff focus on the front line services as well as for cases which are going to be transferred to another Care Coordinator (whether within your agency or outside of your agency).

Next meeting will be held on Tuesday, January 27, 2015 at 9:30am, at the Healthy Start Coalition of Miami-Dade’s Training Room.