



**Maternal, Infant and Child Health (MICH)
Provider Committee Meeting
Tuesday, July 22, 2014
1:42pm to 5:15pm
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, Teresita Ibarra
Jessie Trice Community Health Center: Chinyere Woke
Miami Beach Community Health Center: Beatriz Cruz, Paola Castellanos
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: Margie Aragon
University of Miami Starting Early Starting Smart: Dr. Connie Morrow

Present Healthy Start Coalition of Miami-Dade Staff: Manuel Fermin, Ariel Morel, Jordan Hurtado, Eliana Casadesus, Kristen Hidalgo, Sandra Ibañez,, Doris Quiceno, Charmaine Johnson 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 1:42 pm, Attendees introduced themselves and the minutes from the last meeting held on May 27, 2014 were reviewed and no corrections were made.
First Motion: Margie Aragon, UM NICU
Second Motion: Heather Baker, The Village South
- Beatriz Cruz was wished a Happy Birthday.

B. Approval of Minutes from May 27, 2014 Meeting

- Motion to approve was passed by Margie Aragon and Heather Baker. All present were in favor with no nays to not approve the minutes. The minutes stand as is and will be posted on the HSCMD website accordingly.

C. Updates (programmatic, funding, organizational)

- Manny Fermin discussed funding changes and new contract requirements for the fiscal year July 1, 2014 to June 30, 2015. HSCPs must be willing to change the way we operate and increase their success rate in contacting participants. We will need to serve more prenatal women and change strategies to capture at least 1,000-2,000 more clients in order to sustain our system of care. Manny also noted that we may be overextended and still need to provide the quality

services to continue to generate revenue. HSCMD will be reevaluating all administrative positions that do not provide direct services and shift those dollars to frontline staff.

- D. DOH Publication Compares Florida's Trends in Race
Handout "Racial Disparities in Infant Mortality Rates for Florida Compared to All Other States Combined 2001 through 2010"

II. II. Education & Training Update

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

- A. HSCMD Annual Luncheon and Awards Ceremony – Save the Date!
- Friday, December 5, 2014 (11:30 am – 1:30 pm) – Jungle Island
 1. Pictures Needed – submit to Annual-Meeting@hscmd.org
 2. Ideas Wanted – submit by October 1, 2014 to Annual-Meeting@hscmd.org

The Annual Meeting will take place on December 5, 2014. Please save the date! The Coalition will need pictures of health fairs, baby showers, etc. Please forward all pictures to Annual-Meeting@hscmd.org There is no deadline for pictures at the moment. HSCMD will still visit all providers for staff pictures. The primary goal of this event is to acknowledge all the work hospitals, clinics and community partners have accomplished throughout the year. HSCMD welcomes new ideas from all Healthy Start contracted providers as their input can help bring new life into the annual meeting. Please send in your ideas for the Annual Meeting to the e-mail above. If you would like see a specific keynote speaker, etc. please send in those ideas by October 1, 2014.

- B. National Infant Mortality Awareness Month – Events
- Car Passenger Safety Week – September 14, 2014 – September 20, 2014
 - Saturday, September 27, 2014 (9:30 am – 1:00 pm; Tentatively) – Betty T. Ferguson

The Coalition is reaching out to Car Seat Technicians to volunteer to help with installations at 2 or 3 small events. About 300-400 car seats have been donated. Final times for the event are still being worked out.

- C. Infant Maternal and Reproductive Health (IMRH) Meet-Me Conference Call:
Meet-Me calls resume in September. November 11 date will be verified as it is Veteran's Day.
- Tuesday, September 9, 2014 (10:00 am – 11:00 am)
 - Tuesday, November 11, 2014 (10:00 am – 11:00 am)

Dates for the conference calls were shared with the HSCPs (No calls for July 2014 or August 2014). Please note that the November call will have to be confirmed since it lands on Veteran's Day.

- D. Maternal, Infant, and Child Health (MICH) Provider Committee Meetings:
- Tuesday, September 23, 2014 (9:30 am – 12:30 pm)
 - Tuesday, November 25, 2014 (9:30 am – 12:30 pm)

Next Provider meetings will be back to their regular time.

- E. Systems Information Group (SIG) Calls, followed by Health Management System (HMS)
Follow-up Group Meeting:
- Friday, August 8, 2014 (10:00am – 1:00pm)
 - Friday, September 12, 2014 (10:00am – 1:00pm)
 - Friday, October 10, 2014 (10:00am – 1:00pm)
 - Friday, November 14, 2014 (10:00am – 1:00pm)

The dates for these calls are on the HSCMD website—please register if you haven't already!

- F. Access to the Florida Department of Health's Official Learning Management System Training Finder Real-time Affiliate Integrated Network (TRAIN)
- Account Setup – for New Employees (Reminder)

Submit TRAIN access forms for all new staff. Please refer to prior emails and you may contact the Training Department at training@hscmd.org

G. Interconceptional Education Training

- Date: TBA- HSCMD will be coordinating and offering trainings.

H. 20 Hour Breastfeeding Education Training

- Date: TBA- upcoming

I. Managed Care/Medicaid Training

- Date: TBA

The above items will be finalized shortly. Manny Fermin also recommended HSCPs to subscribe to AHCA for their updates by visiting their page and to also register for Medicaid Managed Care webcasts.

III. The Jasmine Project

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

A. Federal Healthy Start Project Update

- Still awaiting funding decision.
- Now, 103 grants will be awarded instead of the initial 88, Dr. Morrow is confident that Jasmine is in good shape.
- Jasmine should hear back by August and all new cycles will be announced.
- Towards the end of August, New Jasmine data will be provided to HSCMD.
- The Jasmine Project has served 300 clients per year and they have met all outcomes.
- Come August, Jasmine will be reevaluated for current standards.
- Manny mentioned that the Jasmine Project was in the Miami Herald with FIMR

IV. Quality Assurance / Quality Improvement

**Melvin Hernandez,
Quality Assurance & Improvement Specialist**

A. Monitoring Visit Update

1. Healthy Start
2. MomCare
3. Health Connect in the Early Years

Melvin Hernandez noted that is has been 3 weeks into the new fiscal year. Site visits schedules will be released as soon as they are determined. Ariel Morel stated that this year will look different. HSCPs will receive 24 hours' notice as a courtesy. Any performance issues should be addressed before hand and staff weaknesses should be addressed sooner rather than later. HSCPs were encouraged to request technical assistance if needed.

B. Documenting Services and Information of Clients

Ariel reminded the HSCPs to please capture the Medicaid information in the Insurance section of HMS and to utilize the Medicaid local codes.

V. Operations Budget

**Charmaine Johnson,
Director of Administration**

A. Contract Update

Charmaine Johnson asked the HSCPs to refer to the handout addressing the contract year closing and invoice requirements, they were asked to follow up with their respective fiscal departments—this will also be sent via e-mail. Thank you for submitting contracts for 2014-2015. Negotiations for funders has been completed and HSCMD will now begin the process to work thru contracts to September 30th. In the meantime, the Service Authorization letters should be used. A max of 2% staff increase has been approved for the new fiscal year.

VI. Provider Issues

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

A. HSCMD Board Of Directors Contracted Providers' Representatives update

Margie Aragon provided an update for the Board meeting:

- Board meeting was held on June 24th. If you would like notes on this meeting, please see either Margie or Heather.
- Service Authorization Letters have been sent out
- More attempts to see prenatal women – must change strategies to capture 1000-2000 more women.
- Manny noted that we are overextended, we need to generate revenue to last until the end of the fiscal year and sustain our system of care.
- Reevaluation of all positions that do not provide direct services i.e. Administrative support and data entry.
- Please send in any referrals to NFLP—the state will provide extra funding for an additional 100 clients. The only issue is—there are only 4 clients enrolled into the program at the moment. We must make efforts to refer!
- HCITEY contract was extended another year.
- The Coalition will be sending all program managers with 25 copies of brochures for the Health Connect in the Early Years program. Please make copies of these brochures and refer to the program.

B. Providers' advocacy efforts

- Not discussed during the meeting.

C. Open discussion

- No open discussion

VII. Healthy Start Program Issues

Melvin Hernandez

- ### A. Exhibit DD – Contact List (Reminder); Submit with New Staff/Changes in Organization
- Remember to submit each time there is new staff/ changes within the organization, regardless if the person did not pass probation. Each list should be updated accordingly.
- ### B. HSCMD Coding Training – 2014-2015 Proposed Schedule
- ### C. QA/QI Plans – Due July 31, 2014
- HSCPs were reminded to submit their updated QA/QI Plans by July 31, 2014
- ### D. Continuation Of Operations Procedures – COOP Plan (Reminder)

- Please submit COOP Plans by July 31, 2014
- E. Tobacco Cessation- Coding
 - Coding for Tobacco Cessation will remain status quo. HSCMD will follow up with Tallahassee.
- F. Healthy Start Contracted Providers- Contact List (Update)
 - An updated list was shared with the HSCPs but some mistakes were noted. Corrections will be e-mailed.
- G. Best Practice 2014
 - A follow up discussion in reference to the Best Practice meeting was held. The HSCPs stated that they found the meeting to be very helpful and felt it also gave them a chance to voice their concerns and ideas in a public forum. HSCMD plans to have at least one during the current fiscal year.
- H. MomCare Information System (MIS) Access for all HSCP's
 - HSCPs were advised that they must not share access with any other person.
 - Tania didn't receive access yet and Ariel will send her the log in information.
 - If a HSCP would like to request access for other staff member, please do so in writing (Email) to Ariel.
 - Using two letters of a name will increase chances of finding the client in the search.

VIII. Guest Speakers (None)

IX. Open Discussion

- Vivian asked if it would be possible to reduce the percent of successful contact. Dr. Morrow concurred and expressed her concern regarding taking into consideration clinics vs. non clinics Ariel stated that we need to make successful contacts in order to receive funding therefore the percentage should remain the same and may actually increase in the future in order to maintain funding.
- Beatriz discussed the challenge of working in a clinic and how it is not as easy as it seems. There are interruptions and other tasks such as properly completing the screens as well as making IC attempts for those cases assigned.
- NICU- Case transfers are still being assigned to HSCPs without having any ongoing issues. This is causing an unnecessary clogging of the system. Margie Aragon will speak to her staff in order to address the issue.
- Several providers complained about community referrals coming in without any risk factors. Ariel asked for specific examples be submitted to HSCMD to provide in-service to those providers.
- Vivian is worried about losing quality of services.
- Heather requested another training focusing on leveling guidelines. Maybe reduce the percent for level 3 IC. Also, meetings should feel more supportive and less punitive.
- Tania Ramirez discussed HSCMD statements regarding 24 hour visits, audits, shadowing visits and feels the message they are getting from HSCMD is not supportive. The delivery of HSCMD's statements don't feel supportive at times and it's almost as if they are suspected of doing something wrong. Ariel stated that the intention is not to try and catch the HSCPs doing something wrong but to assure that we are providing quality services. In order to do so, HSCMD will be engaging in more QA/QI activities.
- Claudia Polastri discussed the fact that she feels like she is in limbo—not knowing if her team did well or not since the audit letters have not gone out yet. Manny apologized for not having finalizing the review process of monitoring letters—he stated that there weren't any red flags so he shifted his focus to the staff trainings and strengthening our Care Coordinators. HSCMD will meet internally to see how we can send HSCP's something in writing in regards to the monitoring.
- Several individuals proposed to create an e-mail for questions.

Next meeting will be held on Tuesday, September 23, 2014 at 9:30am, at the Healthy Start Coalition of Miami-Dade's Training Room.