



## Continuous Quality Improvement (CQI) Workgroup Meeting

Tuesday, April 28, 2015

Time: 9:30 am – 12:30 pm

### Agenda

- I. Welcome and Introductions** Ariel Morel, Director of Quality Assurance & Quality Improvement  
Melvin Hernandez, Quality Assurance & Improvement Specialist
- II. CQI Minutes** – Review of March 13, 2015 Minutes
- III. HMS Access – Reminder**
1. Gain Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) and CC: [HMSACCESSMD@hscmd.org](mailto:HMSACCESSMD@hscmd.org)
  2. Remove Access to Citrix/HMS: TO: [DLHMSSupport@flhealth.gov](mailto:DLHMSSupport@flhealth.gov) and CC: [ADMIN@hscmd.org](mailto:ADMIN@hscmd.org) – within one (1) business day from staff's departure – Reminder: All of staff's remaining cases must be reassigned to the program manager prior to making the request.
  3. Protocols for requesting New Passwords (Reminder)
  4. Timeline to gain access to Citrix/HMS from HSCMD (3 business days from when DOH provides Citrix access)
- IV. Healthy Start Programmatic Updates/Changes**
1. Healthy Start Contracted Provider's Update
    - a. Community Health of South Florida, Inc. (CHI)
    - b. Jessie Trice Community Health Center
    - c. Miami Beach Community Health Center
  2. New Case Assignment Process for May and June 2015
    - a. Registration
    - b. Care Plans
    - c. Linking
  3. Request for Case Transfers (Include participant's zip code) Reminder: E-mail [casetransfer@hscmd.org](mailto:casetransfer@hscmd.org)
  4. Utilizing HSCMD's website for all standing meetings within 24 hours of the meeting/training
- 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
  2. Returned Letters – Must include participant's DOB
  3. Class schedule – Must include them with the quarterly reports
- Care Coordination*
1. Timeliness Report for March 2015
  2. Care Coordination Case Load Report – handout; deadline May 31, 2015
  3. Transition from HMS to Well Families System – discussion & plan of action (ideas)
  4. Medicaid Eligibility for Newborn Babies (handout)
- VI. Other Items/Open Discussion**
1. Coding Q & A – Will be offered every third Wednesday of every other month; next one will be on June 17, 2015
  2. Open Discussion

**Next CQI Meeting: Tuesday, June 23, 2015 at 9:30 a.m.**  
**Healthy Start Coalition of Miami-Dade**  
**7205 NW 19<sup>th</sup> Street, Suite 500, Miami, Florida 33126**





HSCPs were reminded that HSCMD has up to three (3) business days to provide access to staff once notification from DOH is received. Ariel Morel reminded HSCPs to properly train staff and provide the appropriate orientation prior to granting HMS access. This will reduce the number of errors being made by the new staff.

#### IV. Healthy Start Programmatic Updates/Changes

##### 1. Healthy Start Contracted Provider's Update

###### a. Community Health of South Florida, Inc. (CHI)

**HSCPs were notified that CHI's contract has been terminated and will no longer provide services as of April 30, 2015. Any remaining cases will be reassigned accordingly.**

###### b. Jessie Trice Community Health Center (JTCHC)

**HSCPs were advised that JTCHC would remain as a provider with a significantly reduced percentage of funding from HSCMD. JTCHC will fund the majority of the Healthy Start program till June 30, 2015 at which point the program's contract may be renewed based on funding.**

###### c. Miami Beach Community Health Center (MBCHC)

**HSCPs were advised that MBCHC would remain as a provider with a significantly reduced percentage of funding from HSCMD. MBCHC will fund the majority of the Healthy Start program till June 30, 2015 at which point the program's contract may be renewed based on funding.**

##### 2. New Case Assignment Process for May and June 2015

###### a. Registration

**As of May 1, 2015, FDOHMD will begin inputting case assignments directly in the Non-CHD HMS system. This will alleviate time from the HSCPs having to register cases.**

###### b. Care Plans

**FDOHMD will create all care plans in HMS. All care plans will be initially assigned to the respective HSCP's Program Manager; upon assignment the care plans will be reassigned to the appropriate staff members.**

###### c. Linking

**HSCPS will still be responsible for linking the Healthy Start screens at the time of IC completion or when closing as "unable to complete" or "unable to locate".**

##### 3. 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. HSCPs were advised to include the Medical Record ID in the e-mail as well. In addition the local "transfer" code must be utilized for sending and receiving the transfer.**

##### 4. 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 as well.**



## 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. Returned Letters – Must include participant's DOB

**Melvin Hernandez reminded HSCPs that the participant's DOB must be include (handwritten) on the copies of the letters (envelopes).**

3. Class schedule – Must include them with the quarterly reports

**HSCPs were reminded to include their updated class schedules when submitting quarterly reports.**

### *Care Coordination*

1. Timeliness Report for March 2015

**The Timeliness report for March 2015 was shared with the HSCPs. They were reminded to include the data in their yearly report.**

2. Care Coordination Case Load Report – handout; deadline May 31, 2015

**Ariel provided each HSCP their HMS Caseload Report and advised them to appropriately close as many cases as possible in order to minimize the total number of cases having to transition to Well Families System. The goal to close as many cases as possible is May 31, 2015 at which point the transition process is set to begin.**

3. Transition from HMS to Well Families System – discussion & plan of action (ideas)

**Ariel discussed the transition to Well Families System and how open cases transferred will only have codes (notes will not be transferred). HSCPs will have to work with HMS and WFS for cases which remain open. Ariel asked the HSCPs to discuss ideas and recommendations for minimizing the number of transfers. Vivian Owen from Avanti Support & Services stated that in order to accelerate the closure process, cases are divided evenly among her staff to make final attempts/calls to participants which are ready for closure. Beatriz Cruz from Miami Beach Community Health Center has set target dates for case closures.**

4. Medicaid Eligibility for Newborn Babies (handout)

**Handout was distributed to the HSCPs which addressed frequently asked questions in regards to Medicaid eligibility for newborns.**

## VI. Other Items/Open Discussion

1. Coding Q & A – Will be offered every third Wednesday of every other month; next one will be on June 17, 2015

**HSCPs were reminded to submit their questions by June 12, 2015 for discussion during the next Coding Q & A.**



## 2. Open Discussion

Manny once again emphasized the importance of closing as many cases as possible in order to minimize the total cases crossing over to Well Families System. He also stated that our system of care will need to change to deal with the increase of cases and decrease of HSCPs. HSCPs were advised to complete Initial Contacts, Assessments, wraparound and try to meet the participant's needs quickly. Cases should be referred to specialized providers if needed. Several Program Managers expressed concern about their expectations (mainly successful contact outcome). Vivian Owen from Avanti Support & Services and Heather Baker from The Village South requested something in writing in regards to the possibility of not meeting the required expectations. Manny recommended this topic be brought up during the next Board of Director's meeting.

Tania Ramirez from Institute for Child & Family Health asked about regaining access to the MomCare system again since she found it very helpful. Ariel stated that unfortunately at this time the HSCPs do not have access and that appropriate parties have been notified and the request to grant access has been made. HSCMD will follow up and ask for a status update.

Margie Aragon from University of Miami NICU requested that some form of communication be made to all staff members address all the upcoming changes. Manny reminded all Program Managers that it is their responsibility to share all this information with their respective staff and that all information shared during HSCMD meetings be communicated with all frontline staff.

Manny once again expressed the importance of gathering Medicaid information and how HSCMD has made efforts to increase the number of participant Medicaid IDs in the system. These include:

- Providing top screening OBGYNs with a "Medicaid Stamp"
- FDOHMD inputting missing Medicaid information on the Claim Status Report (CSR) for claims which have not been paid. These Medicaid numbers must be entered back into HMS, HSCMD will provide further instructions.