

Quality Director's Conference Call Agenda

Minutes April 23, 2020

Call-in number: 866-763-5185, Participant code: 5815602#

EQMI Data Quality

- GAF Replacement- a comprehensive list of GAF replacement tools is being put together by EQMI for providers' reference. If agencies are still looking for a replacement they will be able to utilize this list.
- Non-funded substance abuse programs - the department is working on collecting required data. The plan is to ensure all substance abuse programs are reporting into DDAP. Karolina will be reaching out to providers who are not familiar with the statute to close the reporting gap.
- New Data Quality Program Manager- Karolina Wytrykowska is the new Data Quality, Program Manager. She will be the one to provide the ongoing support regarding data quality once she completes her training.
- Consumer satisfaction surveys deadlines - At this point, the June deadline will remain in place. We will revisit this decision in early to mid-May to determine if it needs to be adjusted. At this time please attempt to stick with the June 30th deadlines for submissions.
- Special Provider Alerts:
 - Telehealth service location has been added to DDAP; please use these new codes, if applicable, before uploading the data.
 - CI reporting regarding COVID-19 should be called into LMHA within 24 hours and the report should be completed by the end of next business day. Please ensure that all COVID-19 cases are reported for staff, and clients with confirmed cases/deaths. Accurate data will help ensure that possible resources are disbursed accordingly.
 - DDAP access – individuals should have remote access to DDAP from their home locations. If you are having difficulties please contact our department.

Training

- Upcoming Trainings:
 - Friday, May 29: 9:00am – 12:00pm: DDaP Direct Data Entry
 - Friday, May 29: 1:00pm – 3:00pm: EDW Reports
 - Friday, June 26: 9:00am – 12:00pm: DDaP Direct Data Entry
 - Friday, June 26: 1:00pm – 3:00pm: EDW Reports
 - At this point, these trainings still stand, but if we change them, we will communicate that accordingly. If you need individual training please reach out to our department so we can schedule an individual session for your agency.

Quarterly Dashboards / Report Cards

- FY20 Quarter 2 Report Cards – Report cards have been sent out and posted. Please review and let us know any questions you might have.

Michael Giralmo, EQMI Director

michael.giralmo@ct.gov

(o) 860 - 418 - 6919

- FY20 Quarter 3 Report Cards – now that telehealth codes have been updated, all data for March and April will be due May 15th.

Data Quality Notes

- Alerts Provider Alert: Client Receiving Services – April – if there are no services for 6 months of longer please discharge clients accordingly.

File Uploads

- DMHAS contact for file upload questions/issues – please still contact Michael to coordinate the process with IT. Karolina will become the point of contact in the future.
- New E.H.R. - Please let us know if your agency is switching systems or plans to go with new EHR as it can disrupt the reporting of data.

Critical Incident Reporting

- Current trends, new processes (identifying point person, contractual obligation, categories, definitions, Critical Incident Reporting Guide)
 - karin.haberlin@ct.gov
 - kristen.miller@ct.gov
- New data quality feedback loop to providers – currently there are 522 outstanding CI reports before this fiscal year – please go back in and close out the reports if you have pertinent information. The goal is to close these reports out within 90 days unless waiting for additional information. Individual reports will be emailed next week to agencies.

Future calls:

- Next **Quality Directors** call: May 28, 2020 at 9:00 am
- Next **Bi-monthly Data Quality** call: April 30, 2020:
 - 9:00 am Providers A – M
 - 10:00 am Providers N – Z