

Quality Director's Conference Call Minutes

May 28, 2020

9:00 a.m.

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 tool they will be able to utilize this list. This will be finalized next month.
- Non-funded substance abuse programs - the department is working on collecting the 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. Working with DPH on collecting data on all licensed substance abuse programs.
- Provider contact information – We are collecting and updating all contact information for providers to ensure clear communication. If you have individuals who should be added to our contact list for meetings and alerts please reach out to Karolina.
- DDAP new user registration process – our department is currently teleworking and we do not have access to our fax. All requests for DDAP should be emailed and not faxed at this time. We did receive some requests via fax and they are being processed.
- Consumer satisfaction surveys – the new date is September 30th, there is a provider alert on our website that can be viewed about the submission.
- Maria Cabrera – Maria will resume working by the end of this week. Please contact her with any DDAP issues that you might need help with.

Training

- Upcoming Trainings:
 - Friday, June 26: 9:00am – 12:00pm: DDaP Direct Data Entry
 - Friday, June 26: 1:00pm – 3:00pm: EDW Reports
 - Friday, July 31: 9:00am – 12:00pm: DDaP Direct Data Entry
 - Friday, July 31: 1:00pm – 3:00pm: EDW Reports
 - If you need individual training please reach out to us so we can coordinate one for you.

Quarterly Dashboards / Report Cards

- FY20 Quarter 3 Report Cards – the first draft will be run next week.
- Periodic assessments are still the biggest challenge. Please use the 6 months tickler report to check what assessments need to be completed. Use the date of March 31 as the 6 months look back.

Data Quality Notes

- Provider Alert: Admissions, Discharges, and Services.
- Provider alerts are monthly and rotate every 6 months. We will be developing a section on our website with resources where all the alerts and reports will be located.

File Uploads

- DMHAS contact for file upload questions/issues – please still contact Michael or Karolina to coordinate the process with IT.
- 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
- COVID-19 – make sure you code it as “medical event” and subcategory “other” and mention COVID-19 in the narrative.
- If anyone needs access to the CI reporting portal please contact Karin.
- We are still collecting names of individuals who should have access to CI reporting in DDAP. Please send the names to Karolina. We will coordinate with IT to give those individuals access in EDW to run a report of CI.

Future calls:

- Next **Quality Directors** call: June 18, 2020 at 9:00 am
- Next **Bi-monthly Data Quality** call: June 25, 2020:
 - 9:00 am Providers A – M
 - 10:00 am Providers N – Z