

# Quality Director's Conference Call Minutes

June 18, 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. The list has been completed and will be shared shortly.
- 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 to Karolina for processing.
- Consumer Satisfaction Surveys - the new date is September 30<sup>th</sup>, there is a provider alert on our website that can be viewed about the submission.

## Training

- Upcoming Trainings:
  - Friday, July 31: 9:00am – 12:00pm: DDaP Direct Data Entry
  - Friday, July 31: 1:00pm – 3:00pm: EDW Reports
  - Friday, August 28: 9:00am – 12:00pm: DDaP Direct Data Entry
  - Friday, August 28: 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 draft – A draft of report cards for Quarter 3 has been sent out. Please correct your date by July 10<sup>th</sup> as the final report cards will be sent out the week of July 13<sup>th</sup>.
- FY20 Quarter 4 ends June 30<sup>th</sup>

## Data Quality Notes

- Provider Alert: June's alert was co-occurring screenings. Some programs are not completing the screenings. Please review your report card and the report in the EDW to check which clients need those screenings completed. Also please make sure you are not checking clinically/medically inappropriate or client declined for all clients in the program.

## File Uploads

- DMHAS contact for file upload questions/issues – please contact Karolina to coordinate the process with IT if you have any problems.
- 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](mailto:karin.haberlin@ct.gov)
  - [kristen.miller@ct.gov](mailto:kristen.miller@ct.gov)
- New data quality feedback loop to providers – sub committee was formed, reviewing manual, update training, important to close out CI within appropriate time frame
- 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: July 30, 2020 at 9:00am
- Next **Bi-monthly Data Quality** call: June 25, 2020:
  - 9:00am Providers A – M
  - 10:00am Providers N – Z

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