

Quality Director's Conference Call Minutes

July 30, 2020 9:00 a.m.

Call-in number:1-866-763-5185, 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 - Per statute, all substance abuse programs should be reporting data to DMHAS. Karolina has been contacting providers who have non-funded programs. The goal is to start reporting into DDAP as of this Fiscal Year. Most of those programs are already set up in DDAP and data can be uploaded.
- Provider contact information:
 - ◆ Please send the contact information of new staff to ensure continued communication
 - ◆ Please check EDW under Provider and program profile to ensure that all information in DDAP about your agency and programs is accurate (address, capacity).
- 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.
- Calendar of meetings and training for FY21 - outlook invites will go out for the full year, agenda will be set out a week prior.
- Virtual office hours - our department will be offering times for providers to ask questions about file upload, data entry, and reports. Every 2nd Monday of the month, 1-3 p.m.

Training

- Upcoming Training via **Teams**:
 - Friday, August 28: 9:00am - 12:00pm: Direct Data Entry (DDAP)
 - Friday, August 28: 1:00pm - 3:00pm: EDW Reports
 - Friday, September 25: 9:00am - 12:00pm: Direct Data Entry (DDAP)
 - Friday, September 25: 1:00pm - 3:00pm: EDW Reports
 - If you need individual training, please reach out to us so we can coordinate one for you.
 - To register for the training please send an email to Karolina.

Quarterly Dashboards / Report Cards

- FY20 Quarter 3 Report Cards final - Report Cards were sent out two weeks ago will be posted to the web today.
- FY 20 Quarter 4 Report Cards draft - We will be running the draft for quarter 4 after August 15th. The department is aware that there might be lower utilization for residential programs due to the regulation about COVID-19.

Data Quality Notes

- Provider Alert: End of Year QD clean up- Please check your data and take the time to correct it before the draft is run in August.
- Provider Alert - Consumer Surveys - Due date is September 30, thank you for those who have been entering them, remember the survey has 2 pages, and please check of FY20.

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
 - kristen.miller@ct.gov
- COVID-19 – make sure you code it as “medical event” and subcategory “other” and mention COVID-19 in the narrative.
- CI old reports closure – Please continue to close old CI reports. Please check what is open for your agency and close them accordingly.
- CI –abuse:
 - Client abuse – when the client and the staff are involved, but staff is the perpetrator.
 - Serious Crime Alleged – client on client assault, client on staff assault.
 - When reporting abuse, please include the name of the victim and perpetrator.
 - For Client Abuse and Client rights incident- Please clearly indicate if the incident was substantiated or unsubstantiated in the text and using the radio button.

Future calls:

- Next **Quality Directors** call: August 20, 2020 at 9:00 a.m.
- Next **Bi-monthly Data Quality** call: August 27, 2020:
 - 9:00 a.m. Providers A – M
 - 10:00 a.m. Providers N – Z

Monthly Quality Directors Calls Schedule 2020/2021

July 30, 2020	9 a.m.
August 20, 2020	9 a.m.
September 24, 2020	9 a.m.
October 22, 2020	9 a.m.
November 19, 2020	9 a.m.
December 17, 2020	9 a.m.
January 28, 2021	9 a.m.
February 18, 2021	9 a.m.
March 25, 2021	9 a.m.
April 22, 2021	9 a.m.
May 27, 2021	9 a.m.
June 17, 2021	9 a.m.

Bi-Monthly Data Quality Calls Schedule 2020/2021

August 27, 2020	9 a.m. A – M 10 a.m. N – Z
October 29, 2020	9 a.m. A – M 10 a.m. N – Z
December 31, 2020	9 a.m. A – M 10 a.m. N – Z
February 25, 2021	9 a.m. A – M 10 a.m. N – Z
April 29, 2021	9 a.m. A – M 10 a.m. N – Z
June 24, 2021	9 a.m. A – M 10 a.m. N – Z

Monthly Training Schedule 2020/2021

July 31, 2020	Cancelled
August 28, 2020	9 – 12 Direct Data Entry 1- 3 EDW Reports
September 25, 2020	9 – 12 Direct Data Entry 1- 3 EDW Reports
October 30, 2020	9 – 12 Direct Data Entry 1- 3 EDW Reports
November 20, 2020	9 – 12 Direct Data Entry 1- 3 EDW Reports
December 18, 2020	9 – 12 Direct Data Entry 1- 3 EDW Reports
January 29, 2021	9 – 12 Direct Data Entry 1- 3 EDW Reports
February 26, 2021	9 – 12 Direct Data Entry 1- 3 EDW Reports
March, 26, 2021	9 – 12 Direct Data Entry 1- 3 EDW Reports
April 30, 2021	9 – 12 Direct Data Entry 1- 3 EDW Reports
May 28, 2021	9 – 12 Direct Data Entry 1- 3 EDW Reports
June 25, 2021	9 – 12 Direct Data Entry 1- 3 EDW Reports