# Quality Director's Conference Call Minutes

### August 20, 2020      9:00 a.m.
### Call-in number:1-866-763-5185, Participant code: 5815602#

*EQMI Data Quality*

- GAF Replacement – an email was sent out about the replacement tools for GAF, this applies to treatment programs that are required to report functional assessment as an outcome measure. Every provider can pick the tool based on their agency's needs. This is often required by different licensing bodies and accrediting entities. If you pick a tool that does not indicate a higher score as an improved functioning, you will have to invert the score on your end before uploading it to DDAP.
- 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. This applies to all programs that hold a license from DPH for SA.
- 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.
- 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. Next date is September 14.
- Consumer Surveys – the deadline continues to be September 30th. Please reach out if you are having trouble with access.

*Training*

- Upcoming Trainings via **Teams**:
    - <u>Friday, August 28</u>: 9:00am – 12:00pm: Direct Data Entry (DDAP)
    - <u>Friday, August 28</u>: 1:00pm – 3:00pm: EDW Reports
    - <u>Friday, September 25</u>: 9:00am – 12:00pm: Direct Data Entry (DDAP)
    - <u>Friday, September 25</u>: 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*

- FY 20 Quarter 4 Report Cards draft – We ran the draft of RC and will be sending them out to providers shortly. We are looking closely at the utilization rates and admissions during the last quarter and the impact of COVID-19 on those measures.

*Data Quality Notes*

- Provider Alert: Critical Incidents – See section below.

*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 FY 20 and prior for your agency and close them accordingly.
- CI –abuse:
  - Client abuse – when client and 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 <u>Quality Directors</u> call: September 24, 2020 at 9:00 a.m.
- Next <u>Bi-monthly</u> <u>Data Quality</u> call: August 27, 2020:
  - 9:00 a.m. Providers A – M
  - 10:00 a.m. Providers N – Z

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