Quality Director's Conference Call Minutes

September 24, 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. We will be looking for which tool each agency picked by December.

- 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. Report cards for non-funded programs will be generated for each agency to provide them a visual resource on how those programs are performing. They will not be published.

- 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 – All requests for DDAP should be emailed to Karolina or Chrishaun 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 October 12th.

- Meetings switching to TEAMS – We will be switching to hosting this meeting in TEAMS in the near future. We will notify everyone once we obtain the phone number to also allow individuals to call in.

- Consumer Surveys – Due September 30th – Thank you for entering the surveys, we have received a significant number already. If you need help with log in please reach out to us.

- R69 ICD10 code in DSM V – We are looking into how this code is used by providers and what codes are used for deferred diagnosis to enter into DDAP.

- Social Security numbers in DDAP – Please be mindful that not entering SS# or DOB for clients in DDAP will result in creating a duplicate chart. It is important to enter all identifiers so client's care can be captured under one chart in DDAP.

Training

- Upcoming Trainings via **Teams**:
    - ○ <u>Friday, September 25</u>: 9:00am – 12:00pm: Direct Data Entry (DDAP)
    - ○ <u>Friday, October 2</u>: 1:00pm – 3:00pm: EDW Reports
    - ○ <u>Friday, October 30</u>: 9:00am – 12:00pm: Direct Data Entry (DDAP)
    - ○ <u>Friday, October 30</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 – Drafts were sent out and corrections are to be completed by October 16th. Final reports will be run the week of October 19th.
- FY 21 Quarter 1 – ends September 30th – Please start looking at your data for Q1 of this fiscal year.

Data Quality Notes
- Provider Alert: Reporting Overdose Critical Incidents – Please make sure you are including information about MAT if client's were participating in it.

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 – Please continue to report all incidents with staff and clients.
- CI old reports closure – Please close all incidents that are past 60 days, especially everything prior to FY21.
- CI Training – If you would like a training on CI please contact our department and we can schedule one for you.

Future calls:
- Next **Quality Directors** call: October 22, 2020 at 9:00am
- Next **Bi-monthly** **Data Quality** call: October 29, 2020:
  - 9:00 a.m. Providers A – M
  - 10:00 a.m. Providers N – Z

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