

Quality Director's Conference Call Minutes

October 22, 2020

9:00 a.m.

Via TEAMS (860-840-2075 PIN Conference ID: 370 949 056#)

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, and then anticipate a six-month transition for all providers to start entering the new scores into DDAP. We will be looking to check if the 1115 waiver has any specific perimeters as it relates to the GAF replacement tools.
- 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 They will not be published.
- DDAP new user registration process - All requests for DDAP should be emailed to Karolina or Chrishaun for processing. The form was modified to allow for typed signatures, new form is attached.
- Contact information updates - Please send the contact information of new staff to ensure continued communication.
- EWD information - Please check EDW under Provider and program profile to ensure that all information in DDAP about your agency and programs is accurate (address, capacity).
- Virtual office hours - 2nd Monday of the month 1-3 PM. Next date: November 9th.
- Consumer Satisfaction Surveys - Thank you to all providers for filling out the surveys. We received about 22,000 back and are in the process of analyzing them.
- Meetings- We are going to move this meeting permanently to TEAMS. We are also going to add another meeting on Tuesdays at 3 PM to accommodate providers. There will now be two meetings available: Tuesday at 3 PM or Thursday at 9 AM. Calendar attached.
- Review of codes available in DDAP - We are in the process of reviewing codes that are currently in DDAP. Please let us know if there are codes that should be included and are not at this moment.

Training

- Upcoming Trainings via **Teams**:
 - Friday, October 30: 9:00am - 12:00pm: Direct Data Entry (DDAP)
 - Friday, October 30: 1:00pm - 3:00pm: EDW Reports
 - Friday, November 20: 9:00am - 12:00pm: Direct Data Entry (DDAP)
 - Friday, November 20: 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.

Training Tips

- Discharges in DDAP – There are two discharge codes that will result in the outcome measure of “successful discharge” – the codes are: Recovery Plan Completed and Discharged to New Facility (facility concurs).
- Social Security Numbers – Please double check when entering clients into DDAP for SS# and DOB. If you can find a client with those identifiers, please add admission instead of creating a duplicate chart.

Quarterly Dashboards / Report Cards

- FY20 Quarter 4 Report Cards final – the final report cards are going to be send out the week of 10/26 and then posted on the website.
- FY21 Quarter 1 – ended September 30th – Please start reviewing the data as we will run the draft by November 15th.

Data Quality Notes

- Provider Alert: Periodic Assessments – please make sure you complete the assessments by the six-month mark.
- Special Alert – New codes were sent out. They will be available in DDAP by November 1st.
- Special Alert – Cisco Upgrade took place in October. Please make sure you upgrade your browser as you will not be able to access DDAP otherwise.

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
- CI old reports closure – Please close all outstanding CI. We would like to close out FY20 and older by end of November.
- CI Training – If you would like a training on CI please contact our department and we can schedule one for you.

Future calls via TEAMS:

- Next **Quality Directors** call: November 17 at 3:00 PM or November 19 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

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 17, 2020 at 3 p.m.	November 19, 2020 at 9 a.m.
December 15, 2020 at 3 p.m.	December 17, 2020 at 9 a.m.
January 26, 2021 at 3 p.m.	January 28, 2021 at 9 a.m.
February 16, 2021 at 3 p.m.	February 18, 2021 at 9 a.m.
March 23, 2021 at 3 p.m.	March 25, 2021 at 9 a.m.
April 20, 2021 at 3 p.m.	April 22, 2021 at 9 a.m.
May 25, 2021 at 3 p.m.	May 27, 2021 at 9 a.m.
June 15, 2021 at 3 p.m.	June 17, 2021 at 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 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
September 25, 2020	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
October 30, 2020	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
November 20, 2020	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
December 18, 2020	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
January 29, 2021	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
February 26, 2021	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
March, 26, 2021	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
April 30, 2021	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
May 28, 2021	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports
June 25, 2021	9 a.m. – 12 p.m. Direct Data Entry 1 p.m. – 3 p.m. EDW Reports