Quality Director's Meeting November Minutes

Tuesday, November 24th   3:00 p.m.

Thursday, November 26th 9:00 a.m. canceled

Via TEAMS (860-840-2075 PIN Conference ID: 442 392 89#)

EQMI Data Quality

- GAF Replacement – we are currently collecting the replacement tools from each agency. Any agency that is still looking for the replacement tool and is interested in the DLA-20 can contact our department as DMHAS can provide that training at no cost. If you would like to discuss any difficulties with this process, please reach out to us.
- 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.
- DDAP new user registration process – New form is attached to the minutes. Please make sure you are checking off "all programs" or putting specific programs that you need access to, and not both.
- Contact information updates - Please send the contact information of new staff to ensure continued communication.
- EDW 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. The next one is on December 14th. Use the conference line to call in: Conference Line: 1-866-763-5185, Participant code: 5815602#
- Meetings updates – The bi-monthly data quality meeting has been canceled and two meetings for Quality Directors will be offered moving forward. The meetings will take place on last Tuesday and Thursday of each month.
- Consumer Satisfaction Surveys – EQMI department is finalizing the analysis of the results. Individual agencies can access their results in the EDW in the Outcome Measures folder.
- Data corrections – Please reach out to our department and not the Help Desk:
  - Maria Cabrera: Maria.Cabrera@ct.gov
  - Karen Oliver: Karen.Oliver@ct.gov

Training

- Upcoming Training via **Teams**:
  - Friday, December 4: 9:00am – 12:00pm: Direct Data Entry (DDAP)
  - Friday December 4: 1:00pm– 2:00pm Critical Incidents (CI)
  - Friday, December 4: 2:00pm – 4:00pm: EDW Reports

  - Friday, December 18: 9:00am – 12:00pm: Direct Data Entry (DDAP)
  - Friday December 18: 1:00pm– 2:00pm Critical Incidents (CI)
  - Friday, December 18: 2:00pm – 4:00pm: 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
- Reports:
    - No Readmit within 30 days of discharge – clients discharged who were not re-admitted to an equal or higher level of care
    - Follow up within 30 days of discharge - services provided from any DMHAS program within 30 days

Both of these reports will search across the DMHAS system therefore the number on the report card will be different from when you run your report and only have access to your agency's data.

Quarterly Dashboards / Report Cards
- FY 21 Quarter 1 – draft – the information will be sent out in the upcoming weeks after an analysis is completed of the impact of Covid-19 on admissions.

Data Quality Notes
- Special Alert - Reporting of Covid-19 CI Requirements
- Special Alert – New codes
- Monthly Alert – Clients without services

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 a new EHR as it can disrupt the reporting of data. A new process for testing an upload file involves the provider to set up a file with real information and uploading it.

Critical Incident Reporting
- Guidelines for submitting CI –There are two parts in the system that are required for the CI. One involves entering the incident and the other requires the closure and the outcome of the incident. Both parts are required for each incident.
- CI old reports closure – Please check the system and close all incidents that are past 60 days.
- Covid-19 reporting requirements – There is a separate field that was created to allow individuals to enter the actual diagnosis of COVID-19. When picking "other" as a subcategory, please type in COVID-19 in the box (it was previously not available).
- CI Training – dates of training are included at the end of the minutes.

Future calls:
- Next **Quality Directors** call: December 29 at 3:00 P.M. or December 31 at 9:00 A.M.

****

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 24, 2020 at 3 p.m.	November 26, 2020 at 9 a.m. – cancelled	
December 29, 2020 at 3 p.m.	December 31, 2020 at 9 a.m.	
January 26, 2021 at 3 p.m.	January 28, 2021 at 9 a.m.	
February 23, 2021 at 3 p.m.	February 25, 2021 at 9 a.m.	
March 30, 2021 at 3 p.m.	March 25, 2021 at 9 a.m.	
April 27, 2021 at 3 p.m.	April 29, 2021 at 9 a.m.	
May 25, 2021 at 3 p.m.	May 27, 2021 at 9 a.m.	
June 29, 2021 at 3 p.m.	June 24, 2021 at 9 a.m.	

Monthly Training Schedule 2020/2021

August 28, 2020	9 – 12 p.m. Direct Data Entry		1–3 p.m. EDW Reports
September 25, 2020	9 – 12 p.m. Direct Data Entry		1–3 p.m. EDW Reports
October 30, 2020	9 – 12 p.m. Direct Data Entry		1–3 p.m. EDW Reports
December 4, 2020	9 – 12 p.m. Direct Data Entry		1–3 p.m. EDW Reports
December 18, 2020	9 – 12 p.m. Direct Data Entry	1– 2 p.m. CI	2–4 p.m. EDW Reports
January 29, 2021	9 – 12 p.m. Direct Data Entry	1– 2 p.m. CI	2–4 p.m. EDW Reports
February 26, 2021	9 – 12 p.m. Direct Data Entry	1– 2 p.m. CI	2–4 p.m. EDW Reports
March 26, 2021	9 – 12 p.m. Direct Data Entry	1– 2 p.m. CI	2–4 p.m. EDW Reports
April 30, 2021	9 – 12 p.m. Direct Data Entry	1– 2 p.m. CI	2–4 p.m. EDW Reports
May 21, 2021	9 – 12 p.m. Direct Data Entry	1– 2 p.m. CI	2–4 p.m. EDW Reports
June 25, 2021	9 – 12 p.m. Direct Data Entry	1– 2 p.m. CI	2–4 p.m. EDW Reports