

Quality Director's Meeting Minutes

January 26th at 3 PM

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

January 28th at 9 AM

Via TEAMS (860-840-2075 PIN Conference ID: 742 463 650# Thursdays)

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 needs a resource list, can contact us. If any provider is interested in the DLA-20, can also contact us to discuss.
- 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 - Please use the attached form and remind staff that they have 10 calendar days to activate the passwords once they are sent out by the help desk.
- Contact information updates - Please send the contact information of new staff to ensure continued communication.
- EDW information - Please check EDW Providers Profiles periodically to make sure all the information we have in DDAP is accurate (capacity, address). If you see an empty program on the report card, please let us know so we can check if that program should be closed in DDAP.
- Virtual office hours - 2nd Monday of the month 1-3 PM. Next one is February 8th.
- Consumer Satisfaction Surveys - Individual surveys have been distributed. More information about surveys for FY21 to come soon.
- Data Corrections - EQMI - Please contact staff in our department for any data corrections instead of the Help Desk.
 - Maria Cabrera - Maria.Cabrera@ct.gov
 - Karen Oliver - Karen.Oliver@ct.gov
- Service Codes - The department has been analyzing the service codes that are currently being used by providers to document services. We were able to analyze FY20 and have discovered that different providers are using different service codes to document the work they are doing. We are looking across all levels of care to come up with a standard list of codes that will be recommended. If you have some feedback about this, please send email to Karolina.

Training

- Upcoming Trainings via **Teams**:
 - [Friday, January 29: 9:00 am - 12:00 pm: Direct Data Entry \(DDAP\)](#)
 - [Friday January 29: 1:00 pm- 2:00 pm Critical Incidents \(CI\)](#)
 - [Friday, January 29: 2:00 pm - 4:00 pm: EDW Reports](#)

 - [Friday, February 19: 9:00 am - 12:00 pm: Direct Data Entry \(DDAP\)](#)
 - [Friday, February 19: 1:00 pm- 2:00 pm Critical Incidents \(CI\)](#)

- [Friday, February 19: 2:00 pm – 4:00 pm: EDW Reports](#)

If you need individual training, please reach out to us so we can coordinate one for you.

Training Tips

- Including insurance information – Please make sure you are entering clients' insurance information. Not having this information is causing some problems for clients who receive BHH and TCM services. Please go back and fill out the information even if you do not have it at admission.

Quarterly Dashboards / Report Cards

- FY 21 Quarter 1 – final – final report cards have been posted on our EQMI website.
- FY 21 Quarter 2 – closed 12/31/20.

Data Quality Notes

- Monthly Alert – Residential Bed Utilization Rates exceed 100%
If your bed utilization rates show percentage above 100 % it means that either the capacity is set up wrong in DDAP or discharges are not being done on times. Please check the report in EDW and make corrections if needed or notify our department of needed changes with capacity.

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: February 23 at 3:00 PM or February 25 at 9:00am

Monthly Quality Directors Calls Schedule 2020/2021

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.
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Monthly Training Schedule 2020/2021

January 29, 2021	9 – 12 p.m. Direct Data Entry	1- 2 p.m. CI	2-4 p.m. EDW Reports
February 19, 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

DLA-20 Trainings

February 4, 2021	9 a.m – 1 a.m.
February 11, 2021	9 a.m – 1 a.m.
March 11, 2021	9 a.m – 1 p.m.
March 19, 2021	1 p.m – 5 p.m.
April 8, 2021	9 a.m – 1 p.m.
April 23, 2021	1 p.m – 5 p.m.
May 7, 2021	1 p.m – 5 p.m.
May 13, 2021	9 a.m – 1 p.m.
June 10, 2021	9 a.m – 1 p.m.
June 18 2021	1 p.m – 5 p.m.