Quality Director's Meeting Minutes

Tuesday, January 25th at 3 PM

Via TEAMS (860-840-2075 PIN Conference ID: 918 908 010# Tuesdays)

Thursday, January 27th at 9 AM

Via TEAMS (860-840-2075 PIN Conference ID: 194 433 855# Thursdays)

EQMI Data Quality

- GAF Replacement – Providers should be using the new replacement tool that was selected. If you still do not have a screening tool, please contact us. We will be holding off on reporting this measure on the report cards for a full year to give programs an opportunity for 2 full assessments on each client.
- Non-funded substance abuse programs - Per statute, all substance abuse programs should be reporting data to DMHAS, regardless of funding. 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, however these report cards will not be posted to the DMHAS website, rather made available to respective agencies for their own use.
- DDAP new user registration process – Please use the new form and remind staff that they have 10 calendar days to activate the passwords once they are sent out by the help desk.
- Office hours – February 14th 1-2 PM – Please call this number if you would like some assistance with data entry or file uploads.
- Data Corrections – EQMI:
    - Karen Oliver - Karen.Oliver@ct.gov – Please send all data corrections to Karen or Karolina and not the Help Desk. If you send PHI, please encrypt the email.
- Methadone maintenance providers – Please ensure that all discharges are completed on time so other providers can admit timely.
- Updated diagnosis in DDAP: the following diagnosis were added in October and are being added to DDAP: F32.A Depression, Unspecified; F43.20 Adjustment disorder, unspecified; G40.89 Other Seizure; F78.A9, other genetic related intellectual disability
- Consumer Satisfaction Surveys updates for FY22:
    - The Excel provider-level reports for FY21 are ready and will be emailed out this week. In anticipation of this and future communications, please ensure that your desired consumer satisfaction survey contact information is up to date. EQMI is planning a regular email newsletter and other forms of communication around the survey. Let us know if you are having any issues with access to the portal as well.
    - SurveyMonkey will once again be an online option for data entry and collection. DDaP remains a data entry option as well, although it still does not have the additional cultural competence questions added from last year. (We are trying to resolve this issue.)
    - The FY22 survey will be launched during the first week of February – please keep an eye out for an email with links to materials. Everything will also be posted here: http://portal.ct.gov/DMHAS-ConsumerSurvey

- o No changes have been made to the contents of the survey for FY22. Importantly, the deadline for the FY22 survey will be June 30, 2022.

Training

- Upcoming Trainings via **Teams**:

  - o Friday, January 28: 9:00 am – 11:00 pm: Direct Data Entry (DDAP)
  - o Friday, January 28: 11:00 pm– 1:00 pm: EDW Reports
  - o Friday, January 28: 2:00 pm – 3:00 pm: Critical Incidents (CI)

  - o Friday, February 25: 9:00 am – 11:00 am: Direct Data Entry (DDAP)
  - o Friday, February 25: 11:00 am– 1:00 pm: EDW Reports
  - o Friday, February 25: 2:00 pm – 3:00 pm: Critical Incidents (CI)

Training Tips
- Entering services on admissions – In order to improve the outcome of clients receiving services, it is important to enter a service on the date of admission. If no service is entered, and the quarter closed the percentage of those clients on the report card will decrease. Any service can document the admission and will count towards this measure.

Quarterly Dashboards / Report Cards
- FY 22 Quarter 1 – Final January 31st
- FY 22 Quarter 2 – Draft February 15th
- FY22 Quarter 2 – Non funded substance abuse programs – February

Data Quality Notes
- Monthly Alert – Unknown Values report – please double check that all clients information are filled out under the demographics as that information is needed for our federal reporting. If info is missing on admission, please go back and update it in DDAP once you know 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 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. We will have a December 31st date for closure of all CIs from FY21.
- 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 22nd at 3:00 PM and February 24th at 9:00 AM

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Monthly Quality Directors Calls Schedule 2020/2021

Tuesdays at 3:00 PM	Thursdays at 9:00 AM
January 25, 2022	January 27, 2022
February 22, 2022	February 24, 2022
March 29, 2022	March 31, 2022
April 26, 2022	April 28, 2022
May 24, 2022	May 26, 2022
June 29, 2022	June 24, 2022

Monthly Training Schedule 2020/2021

Date	Time	Session	Time	Session	Time	Session
January 28, 2022	9 – 11 a.m.	Direct Data Entry	11–1 p.m.	EDW Reports	2–3 p.m.	CI
February 25, 2022	9 – 11 a.m.	Direct Data Entry	11–1 p.m.	EDW Reports	2–3 p.m.	CI
March, 25, 2022	9 – 11 a.m.	Direct Data Entry	11–1 p.m.	EDW Reports	2–3 p.m.	CI
April 29, 2022	9 – 11 a.m.	Direct Data Entry	11–1 p.m.	EDW Reports	2–3 p.m.	CI
May 20 2022	9 – 11 a.m.	Direct Data Entry	11–1 p.m.	EDW Reports	2–3 p.m.	CI
June 24, 2022	9 – 11 a.m.	Direct Data Entry	11–1 p.m.	EDW Reports	2–3 p.m.	CI

Monthly DLA-20 Training Schedule 2020/2021

February 17, 2022	Thursday 9–1 p.m.
March 7, 2022	Monday 12–4 p.m.
April 11, 2022	Monday 12–4 p.m.
May 17, 2022	Tuesday 12–4 p.m.
June 6, 2022	Monday 12–4 p.m.

Monthly Virtual Office Hours 2020/2021. Please call: 860-719-3745

February 14, 2022	1 – 2 p.m. File Upload, DDAP and EDW Questions
March 14, 2022	1 – 2 p.m. File Upload, DDAP and EDW Questions
April 11, 2022	1 – 2 p.m. File Upload, DDAP and EDW Questions
May 9, 2022	1 – 2 p.m. File Upload, DDAP and EDW Questions
June 13, 2022	1 – 2 p.m. File Upload, DDAP and EDW Questions