

# Quality Director's Meeting Minutes

Tuesday, September 28<sup>th</sup> at 3 PM

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

Thursday, September 30<sup>th</sup> 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.
- 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 - 2<sup>nd</sup> Monday of the month 1-2 PM. Next session is October 11<sup>th</sup>
- Data Corrections – EQMI:
  - Maria Cabrera – Maria has retired after 32 years of work in the Department. Please contact Karen Oliver for any data correction and methadone discharges.
  - Karen Oliver - [Karen.Oliver@ct.gov](mailto:Karen.Oliver@ct.gov).
- Methadone maintenance providers – A monthly meeting will be added for the methadone maintenance programs to provide opportunity for more communication about admissions and discharges.
- Consumer Satisfaction Surveys updates – Thank you for those who have submitted their surveys, the deadline remains September 30<sup>th</sup> for all entries.

## Training

- Upcoming Trainings via **Teams**:
  - [Friday, October 29: 9:00 am – 11:00 pm: Direct Data Entry \(DDAP\)](#)
  - [Friday, October 29: 11:00 pm- 1:00 pm: EDW Reports](#)
  - [Friday, October 29: 2:00 pm – 3:00 pm: Critical Incidents \(CI\)](#)
  
  - [Friday, November 19: 9:00 am – 11:00 am: Direct Data Entry \(DDAP\)](#)
  - [Friday, November 19: 11:00 am- 1:00 pm: EDW Reports](#)
  - [Friday, November 19: 2:00 pm – 3:00 pm: Critical Incidents \(CI\)](#)

Training Tips

- Services – entering the time spent - it is important to enter the exact time spent with the client for all DMHAS codes and not round up to 15 minute increments, especially BHH and TCM. If your EHR is set up to round up services for billing, please make sure that the DMHAS codes do not follow the same logic and are reported in the actual time spent.

Quarterly Dashboards / Report Cards

- FY 21 Quarter 4 – posted
- FY 22 Quarter 1 - closing September 30<sup>th</sup>

Data Quality Notes

- Monthly Alert – Clients without services – Please check clients without services and discharge accordingly if clients have disengaged from treatment.

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 31<sup>st</sup> 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: October 26<sup>th</sup> at 3:00 PM or October 28<sup>th</sup> at 9:00am

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**Monthly Quality Directors Calls Schedule 2020/2021**

<b>Tuesdays at 3:00 PM</b>	<b>Thursdays at 9:00 AM</b>
September 28, 2021	September 30, 2021
October 26, 2021	October 28, 2021
November 30, 2021	<del>November 25, 2020</del> Happy Thanksgiving
December 28, 2021	December 30 2021
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
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### Monthly Training Schedule 2020/2021

September 17, 2021	9 – 11 a.m.	Direct Data Entry	11-1 p.m.	EDW Reports	2-3 p.m.	CI
October 29, 2021	9 – 11 a.m.	Direct Data Entry	11-1 p.m.	EDW Reports	2-3 p.m.	CI
November 19, 2021	9 – 11 a.m.	Direct Data Entry	11-1 p.m.	EDW Reports	2-3 p.m.	CI
December 31, 2021	9 – 11 a.m.	Direct Data Entry	11-1 p.m.	EDW Reports	2-3 p.m.	CI
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

October 13, 2021	Wednesday 12-4 p.m.
November 2, 2021	Tuesday 9-1 p.m.
December 16, 2021	Thursday 9-1 p.m.
January 21, 2022	Friday 12-4 p.m.
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

October 11, 2021	1 – 2 p.m.	File Upload, DDAP and EDW Questions
November 8, 2021	1 – 2 p.m.	File Upload, DDAP and EDW Questions
December 13, 2021	1 – 2 p.m.	File Upload, DDAP and EDW Questions
January 10, 2022	1 – 2 p.m.	File Upload, DDAP and EDW Questions
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