

# Quality Director's Meeting Minutes

Tuesday, April 26<sup>th</sup> at 3 PM

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

Thursday, April 28<sup>th</sup> at 9 AM

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

## EQMI Data Quality

- GAF Replacement implementation and updates: 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
  - DLA-20 – Train the trainer – EQMI will be hosting a session for those agencies that are interested in getting someone trained as a trainer. Spaces will be limited to 10 individuals. If you have not let us know that your agency is interested please do so.
- Non-funded substance abuse programs: Per statute, all substance abuse programs should be reporting data to DMHAS, regardless of funding. 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 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.
  - Inactive users: Individuals, who do not use DDAP for one full year, will be removed as active users from the system.
- Office hours –May 9<sup>th</sup> 1-2 PM – Please call the number 860-719-3745 for any questions you might have for EQMI.
- Data Corrections – EQMI:
  - Karen Oliver – [Karen.Oliver@ct.gov](mailto: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
- IT updates: EDW and DDAP – EDW server was upgraded, which caused access issues. The changes were reversed and more communication will come about future upgrades.
- Consumer Satisfaction Surveys updates for FY22 – Surveys are open and the deadline remains June 30, 2022.

## Training

- Upcoming Trainings via **Teams**:
  - [Friday, April 29: 9:00 am – 11:00 pm: Direct Data Entry \(DDAP\)](#)
  - [Friday, April 29: 11:00 pm- 1:00 pm: EDW Reports](#)
  - [Friday, April 29: 2:00 pm – 3:00 pm: Critical Incidents \(CI\)](#)
  
  - [Friday, May 20: 9:00 am – 11:00 am: Direct Data Entry \(DDAP\)](#)
  - [Friday, May 20: 11:00 am- 1:00 pm: EDW Reports](#)
  - [Friday, May 20: 2:00 pm – 3:00 pm: Critical Incidents \(CI\)](#)

Training Tips

- Entering service minutes – Please make sure all services are entered for the exact length of time that was provided to the client and not rounded up. For example if a case management activity took place for 7, 13, 19 minutes, those are the exact times that should be entered into the system.

Quarterly Dashboards / Report Cards

- FY22 Quarter 3 – draft week of May 16<sup>th</sup>
- FY22 Quarter 3 – non funded substance abuse programs week of May 23<sup>rd</sup>

Data Quality Notes

- Monthly Alert – Clients with no services – Please double check your active clients without services. That can help you determine if clients’ services are being entered correctly into DDAP. If client is not receiving services please discharge accordingly.

File Uploads

- DMHAS contact for file upload questions/issues – please contact Karolina to coordinate the process with IT if you have any problems.
- New EHR. – 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: May 31<sup>th</sup> at 3:00 PM and May 26<sup>th</sup> at 9 AM**

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**Monthly Quality Directors Calls Schedule 2021/2022**

<b>Tuesdays at 3:00 PM</b>	<b>Thursdays at 9:00 AM</b>
April 26, 2022	April 28, 2022
May 26, 2022	May 31, 2022
June 29, 2022	June 24, 2022

**Monthly Training Schedule 2021/2022**

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 2021/2022

May 17, 2022	Tuesday 12-4 p.m.
June 6, 2022	Monday 12-4 p.m.

## Monthly Virtual Office Hours 2021/2022. Please call: 860-719-3745

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