

# Quality Director's Meeting Minutes

**Tuesday, February 22<sup>th</sup> at 3 PM**

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

**Thursday, February 24<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.
- Office hours – March 14<sup>th</sup> 1-2 PM - Please call if you would like some assistance with data entry or file uploads.
- 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.
- Consumer Satisfaction Surveys updates for FY22 – Please see our website for updated numbers of completed surveys.

## Training

- Upcoming Trainings via **Teams**:
  - **Friday, February 25: 9:00 am – 11:00 am: Direct Data Entry (DDAP)**
  - **Friday, February 25: 11:00 am- 1:00 pm: EDW Reports**
  - **Friday, February 25: 2:00 pm – 3:00 pm: Critical Incidents (CI)**
  
  - **Friday, March 25: 9:00 am – 11:00 pm: Direct Data Entry (DDAP)**
  - **Friday, March 25: 11:00 pm- 1:00 pm: EDW Reports**
  - **Friday, March 25: 2:00 pm – 3:00 pm: Critical Incidents (CI)**

## Training Tips

- TCM services – Please make sure to call us if you make an error with entering a TCM service into DDAP as soon as you realize an error was made. These services are billed on a monthly basis and once a service is billed we need to take additional steps to reverse it.

Quarterly Dashboards / Report Cards

- FY 22 Quarter 1 – Final January 31<sup>st</sup>
- FY 22 Quarter 2 – Draft February 15<sup>th</sup>
- FY22 Quarter 2 – Non funded substance abuse programs – February

Data Quality Notes

- Monthly Alert – duplicate accounts in DDAP – Any time you make a change with a SS#, DOB or name in your system it is important to make that change in DDAP otherwise a second account will be created in DDAP for that admission. This will create a problem since the services will now be split in two admissions and we cannot merge them as they have the same admission dates. This becomes especially problematic if TCM services are in those accounts as they might have been billed. Please ensure that you call our department to make the necessary changes before the next upload goes up.

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: March 29th at 3:00 PM and March 31<sup>st</sup> at 9:00 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>
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 2021/2022**

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 2021/2022**

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 2021/2022. Please call: 860-719-3745**

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