

Minutes



DHHS Mental Health – Avatar Implementation User Forum

Date: 7/22/2009

Time: 2:00-3:30

Location: 7001 East Parkway, Sacramento, Conference room 1

Facilitator: John Sawyer

Scribe: Dawn Williams

Attendees: (See sign in sheet)

Time	Agenda topic	Presenter
5	Welcome	John
10	<p>Post Go-Live known issues recap.</p> <ul style="list-style-type: none">• Provider Start Date- There is a known issue that this date (on the Additional Episode Information Option) cannot be edited once saved in error. We have modeled a change in TEST but the result will require all of these dates to be re-entered from scratch. We will be discussing this with the team next week, and may be moving forward to it shortly thereafter.• Internet Explorer 8- There is a known issue running reports under IE8. The resolution at this time is to uninstall and revert back to a prior (6 or 7) version.• Bug Fix Update- We have issues pending with Netsmart including the editing of co-practitioner duration, spillover of admission information to other episodes and fee update. All of these are near resolution and should be completed prior to the next forum.	John
20	<p>Reports</p> <ul style="list-style-type: none">• Report Issues<ul style="list-style-type: none">○ The report server is currently being reset each night to clear hanging sessions. We are working with the ASP support staff in an ongoing effort to reduce the number of reporting problems we see.○ "Return to option" dialog- ALWAYS choose "YES" unless you are done with the report completely.○ Two out of three match Report and Loss of Eligibility- These reports are not currently viable for provider use as they are designed. We are looking for ways to create similar reports, but particularly the Two out of Three match may not be possible due to the large number of records loaded each month in the MMEF (over 500,000 MEDS records) file.	John

	<ul style="list-style-type: none"> • New Reports <ul style="list-style-type: none"> ○ Duplicate Services Report- Returns all services in the user's system code which are identical for Client, Staff, Date, Duration and Service Code with a count of the duplicates. A suggestion was made to possibly include a parameter to run for just one program. Instead, this report has been modified to still return all programs in the user's System Code, but to group and page break by program. ○ Admit/Discharge by Program- Returns counts of admits and discharges during a date range for all programs in the user's system code. ○ Client Services Report (NEW)- This version of the report was created based off of several email suggestions received in the Avatar mailbox. Changes include: <ul style="list-style-type: none"> ▪ Added a program drop selection parameter ▪ Added duration/co-practitioner/co-practitioner duration ▪ Added a page break on each client ▪ Added logic to include all clients open to the program and indicate "no services in date range" if applicable • Stats since AVATAR Go-Live <ul style="list-style-type: none"> ○ Over 160,000 service records, of which over 5,000 have co-practitioners ○ Over 11,000 episode admissions and discharges ○ 401 users have logged in since go-live • Unused License Report- lists were provided for each agency of users who were established in Avatar and who have not actively logged in since go-live. At some point in the near future, we will be inactivating users with no account activity. We will send out an announcement to this effect when we do so. Users who are inactivated, but who eventually need Avatar access can easily be re-activated by the Avatar team. 	
15	<p>Business Process Update</p> <ul style="list-style-type: none"> • Generic Staff and the processes for which they can be used. <ul style="list-style-type: none"> ○ There is a new staff record called "STAFF, DISCHARGE" ○ This was created for one purpose only, and that is to process closing episodes for clients who were opened by Access to a program, and with whom the program has had NO involvement. • Pre-AVATAR Service Data (FY 07/08 AND 08/09)- Kacey has completed the CATS extract and is working on breaking out all of the data into programs. She hopes to have this ready to start burning to disc and make available to providers next week. • Deleting Services (charges)- on June 15th, a form and instructions were sent out regarding the deletion of Open services. <ul style="list-style-type: none"> ○ This form is required for all Avatar deletions, please do not use any other tool for submission of these requests ○ This is for Avatar deletions only, CATS request still need to come in on CATS forms. 	John/Uma

	<ul style="list-style-type: none"> • Closing Charges- We still are unable to close charges pending the co-practitioner fee posting resolution. We are working diligently with Netsmart to resolve this. • Avatar Specific Forms- Uma reminded everyone to use Avatar Charge Input forms for all Avatar data entries. This significantly reduces the likelihood of errors. We are seeing large numbers of deletion requests from agencies where the forms are not being used consistently. 	
5	<p>Support Model update</p> <ul style="list-style-type: none"> • AVATAR Support Team will still be available until further notice. 	John
15	<p>Open Forum</p> <p>Q. Is it possible to add a sort in on the Client Services by Practitioner report to allow for either date or alpha (client) sorting?</p> <p>A. We can look into this.</p> <p>Q. When can we add additional users?</p> <p>A. Once we have the user list cleaned up for inactive accounts, we will be looking at the number of licenses in use by agency to make a evaluation on changes. There is always the option of replacing a licensed user with a different individual. Contact the Avatar box for assistance if you wish to pursue changes like this.</p> <p>Q. What do we do about users who leave our agency?</p> <p>A. Keep in mind that Avatar is a web based application. Users with valid logon credentials could access Avatar from outside computers. Given that, if you have a user who leaves your agency, please be proactive about notifying Avatar@saccounty.net so that we may disable their account.</p> <p>Q. Will Access ever have the ability to delete discharge dates if an agency closes an episode in error?</p> <p>A. We will discuss this with the Avatar team.</p> <p>Q. What is the process for deleting Closed Charges, the documents that came out in June address Open Charges only?</p> <p>A. At this point, there are no closed charges, but by the time we do close an accounting period, we will provide a detailed process document for how providers need to submit deletion requests on closed charges, similar to the documentation on Open Charge deletion.</p> <p>Q. Is there a central repository for providers to access for Avatar forms? It appears that forms are coming out from different county staff to different individuals in the programs at different times.</p> <p>A. We do not have a central location which would be available to outside providers at this time. We will bring this back to the Avatar team to talk about some options for this.</p>	All
<p>Next User Forum : 8/27/09, 9:00-10:30, 7001 East Parkway, Conf Rm 1</p>		