

Agenda



Avatar DBHS Clinical Forum

Date: June 28, 2012

Time: 3:00-4:30

Location: 7001 A East Parkway,
Sacramento, CA 95823
Conference room 1

Facilitator: Kacey Vencill

Scribe: Lucy Stanley

Attendees: (See sign in sheet)

Topic	Presenter	Start Time	Length
Welcome/Introductions <ul style="list-style-type: none">There was a quick check in to see which type of providers attended the user forum.	Kacey	3:00 PM	5 min
MyAvatar Issue Update <ul style="list-style-type: none">As expected, there were various issues with the MyAvatar upgrade. We are resolving them as soon as possible. Below are some known issues with MyAvatar as and their status.The disappearing characters (digits/alpha)- The smart search option is too smart. When there is a pause in entry or delay in excess of .7 seconds, the system does another search and does not recognize previous characters. This is the root cause of the disappearing characters. ETA Next Week.Computer locks due to inactivity. Having to force shut down the program by hitting Control+Alt+delete. A middle ware patch will be installed. It is currently in production and should be done within a week.Issues with the general preference tab as well. This patch will also bring back the color blind tab. No ETAThere have been lots challenging issues with Client Charge Input form. They've been identified by the Avatar Team as well as Netsmart. This is something we are currently looking into and we have no ETA.Requires leading zeros for Managed Care Authorization Form. This is particularly an issue for the Access Teams. No ETA.Phase II Report runs for hours. The date range was for one month. Please make sure you have installed	Kacey	3:05 PM	10 min

<p>the new report viewer.</p> <ul style="list-style-type: none"> ○ This was announced and is reiterated again to install the new version. ○ Netsmart will not support the older version. The widget sizes are changeable. ○ Thank you for your patience as we work out these kinks. 			
<p>SachIE Update</p> <ul style="list-style-type: none"> ● UAT ● We are going to be sending out a Survey monkey for users who wish to take part in UAT. ● The survey will ask your agency name, what staff members, and your preferred date. Also, if your agency is interested in using the new scheduler. ● This feature was not widely encouraged for use back in 2009. We now think it will be quite useful. If your agency is interested in using the new scheduler, please let us know in the survey monkey. That way we can incorporate this testing come your scheduled UAT date. ● As it relates for folks doing the health information exchange, we have given Netsmart feedback on their design document and it is currently under review and edits. <ul style="list-style-type: none"> ○ We plan to get together with your vendors and IT Staff to sit down and take a look at the project details. ○ There is currently no date scheduled for this meeting. ○ We will let you know as soon as possible. ● Timeline/Schedule Review The timeline is up to date. 	Kacey	3:15 PM	15 min
<p>Demonstration</p> <ul style="list-style-type: none"> ● New Vital Signs Widget With MyAvatar there is a new form called Vitals entry. This form exists in the CWS. This allows you to do one complete vitals record at a time. You will also be able to run vital reports as well. ● New Vital Signs entry ● There is a new vitals entry form. ● Every vital record is listed in descending order. We anticipate that Doctors will likely be the ones that would benefit from this widget. ● You will soon be able to customize your views. ● Other changes to CWS widgets are medication and the allergy table. A change was made to spelled out 'No known allergies' this will allow us to differentiate between a blank allergy record and one that indicates that there are No known Allergies. 	John	3:30 PM	10 min

<ul style="list-style-type: none"> • That is done in Infoscriber/OrderConnect. • The Progress Note widget allows you to customize the search to the type of notes as well as the duration of your last notes. 			
<p>Report/Reporting</p> <ul style="list-style-type: none"> • There are no new reports to be release this month. • We plan on updating a couple of current report next month. <ul style="list-style-type: none"> ▪ Several people requested that the Progress Notes Voided report be sorted by program and then by date. ▪ Client Service report be sorted by episode rather than by date. • The Core Assessment Report will add the new 'No known allergies field'. 	John	3:40 PM	10 min
<p>Housecleaning in CWS</p> <ul style="list-style-type: none"> - Final to Draft override/Delete client plan As expected, there errors are made when using EHRs. It is easier to just shred paper than to correct it in the system. <ul style="list-style-type: none"> • We have learned a lot from the pilot phase. • When finalizing a note, please do not click final unless you are absolutely sure. • If something is messed up beyond repair, please communicate that to us. We can help fix the situation. • We understand that learning a new system can be challenging. • If you find that you accidentally made an error. Again let us know. • For each of these things, there are different ways to correct them. <ul style="list-style-type: none"> ○ If you finalize a note accidently (either directly or via co-signature) ○ A note can be voided if it was entered accidentally to wrong client. ○ The system will not allow you to kick a note from finalized to draft. <ul style="list-style-type: none"> ▪ The note must be voided or amended. ▪ Assessments and Client Plans can get kicked back into draft with permissions. ▪ We need from you as a pilot site to let us know and we will take care of that as soon as possible. ▪ An incorrectly Finalized Client 	Kacey	3:50 PM	20 min

Plan can get deleted as long as there is no client signature yet.

- Correcting services/and notes

An incorrect date can not be edited. You will need to submit an OCDR to have the service deleted.

- This separates the service and the note and creates an 'orphaned' note.
- After the OCDR has been submitted you must enter a new service with the correct date.
- You then need to 'reattach' the note to the correct service.
- When using the form 'Re-Attach Note to existing Service or Appointment' you search for the note not using the service date, but by the note date. **This is important to remember.**

- Diagnosis system limitations and how to address it

- What is important to know is how to maneuver the Diagnosis system limitations. There will be documentation as to how to enter client's diagnoses in the system. This will be reinforced during training and will also be stated in a policy.
- Audit Reports are available to monitor the changes made in EHRs.

Reset your own Password – New functionality

- Avatar now has an automated way of resetting your own password.
- The form is called the User Failed authentication question. This allows you to create a security question.
- Once you have completed this form an email notification will automatically be sent to you.
- You will then enter your password and enter your own challenge question.
 - Your answer is case sensitive so please keep this in mind.
 - In addition, the system will not allow you to use previous passwords that you have had in Avatar.
 - Having this feature will avoid you from having to call the Avatar line to get your password reset.
 - **This also comes in handy for folks who work outside the normal business hours.**
 - The email notification will come from Avatar@saccounty.net. **This option is**

Kevin

4:10 PM

10 min

available to you now.			
<p>Training Plan Update</p> <ul style="list-style-type: none"> • We've selected two of the four trainers. We will soon be interviewing for the remaining two trainers. • We've already started development for Go Live training. <ul style="list-style-type: none"> ○ Training is now being scheduled for September to May. ○ This change is due to the postponement of the initial MyAvatar go live date. ○ Copy of the training plan and your feedback will be available prior to your training date. ○ We have it narrowed down to months and are now drilling it down to weeks. The training plan is being defined as is the go live training schedule. • We've received approval to create an Introduction to Computers class. <ul style="list-style-type: none"> ○ We believe this class will help users who have little to no computer confidence gain more confidence prior to their agency's go live date. ○ Once we have things finalized a notification will go out. ○ The schedule for the Introduction to Computers class will soon be posted on the project website. ○ This class is also open to folks who have already gone live as well. ○ Your suggestions on the content of this training are welcomed, please send them to Avatar@saccounty.net. ○ The current plan is to hold CWS drop in sessions twice a month. 	Christine	4:15 PM	5 min
Open Forum	All	4:20 PM	10 min