Agenda

Avatar DBHS Clinical Forum

Date: December 27, 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 • There was a quick check to see which types of providers were in attendance.	Kacey	3:00 PM	5 min
Training Update • Currently we have had 406 people trained on CWS and we have roughly 490 people to go. These numbers do not include ADS programs. 17 more programs to go plus The Mental Health Treatment Center. We will be offering Webinars. You will all be able to access these online. They are currently being QA'd. Please be aware that webinars will not take replace classroom style training. They will be an excellent tool for commonly asked questions as well as refreshers. Minimum specs are posted on our website **Will they be task specific**? • Training will be around the modules and the different types of assessments. These will not take the place of classroom training. For agencies that have not gone live, we recommend you taking advantage of these. They are a good way for you to anticipate what type of material will be in the classroom training class.	Christine	3:05 PM	10 min
Trainer Feedback re: Go-Live • Reuben is one of our 4 trainers. Discussed incorporating and refining what was more relevant at go-live. What to do when you are preparing your team to go live. Preparing your processes about how you want them to happen in the new system, particularly the process of progress notes. What works and what hasn't worked. It is important that you share your goals and discussions around those things and communicate it.	Reuben	3:15 PM	10 min

Technical Updates - **Progress Notes in Chart View** We had a couple of issues that came up this week. Chart view- Progress notes widgets are now available in the base CWS view. Anyone who did customize in the past will need to do that again. - **Client Plan: Button to view client plan** When in the client plan. On every page "client plan" is in a different spot. So what we are going to do is put the client plan button in the same spot. Any suggestions about where that spot should be are welcomed. - **Review:** How to customize chart views Based on the available items in your chart view. It will remember based on your login. - **Pending Approval** Recently we have discovered that Pending approvals are not requiring a co signature on the Client Plan. We were able to recreate the issue and provide that to Netsmart. There is a ticket in to have it fixed, until then send us any impacted clients and we can return the plan to draft for routing.	John	3:30 PM	20 min
New CPT Codes – Changes in Avatar Coming soon • Over the next couple of months we will be completing some enhancements. Most changes will be in the back end. It will be crisis and med support new CPT codes. People will have to flag if they are faced with interactive complexity. Some documentation with instructions will be provided at that time. Netsmart will be releasing a patch in the next week or so. It will be required in order to claim to other health care coverage.	Kacey	3:50 PM	10 min
Open Forum There is a huge change in processes. QM has been working with Avatar team closely. A FAQ document has been created and is on the project website. It has been updated since last October. You may find this helpful. If you have questions this would be a good place to find your answers. We have a corrections EHR class. Client plan deletions and client plans being put back to draft. If there is a signature on a plan, we need to get permission from QM. It is stated in the policy that once a client has signed a document we are not able to kick it into draft. It's a trust issue when you a client has signed. From the clients perspective we agreed on a plan and it appears you've shredded it. We are coming up with some corrections. We are trying to find a balance without jeopardizing the clients trust and within reason	All	4:00 PM	30 min

staying in compliance within the plan. If you find that you've finalized your Client Plan and your goal was not as measurable as you would like it, you need to make a note and add this as a note. We are not to kick it back to draft but make a note documenting what should have been into play. Why CSI fields are not in red. Remind people from the beginning. We had to do a lot of CSI corrections from the old system. If you can enter the CSI information please do so. They are not system required but they are state mandated.			