



Community Mental Health Partnership  
of Southeastern Michigan

Encompass Implementation Committee (EIC)  
**Meeting Minutes**  
 8-20-08; 1-3p; Towner II, Veronica Walker/Webcast

K. Sackett, Gary (via conf. from Saginaw), **C. Akerley**, K. Dettling, S. Langenstein, D. Healy, **T. Sharp**, **E. Kurtz**, M. Harding, J. Baltzell, W. Cadieux, D. Healy, J. Heinlein, **T. DeRose**, J. Sproat, **M. Hoffman**, **A. Yu** Total Attendance: 6  
*(Bolded name indicates present at meeting; non-bolded name indicates absent at meeting)*

AGENDA ITEM	DISCUSSION POINTS	ACTION/OUTCOME	RESPONSIBILITY
Approval of Minutes <b>(ACTION):</b>	<ul style="list-style-type: none"> <li>Minutes were not reviewed.</li> </ul>	No action.	
<b>Additional agenda items</b>	<ul style="list-style-type: none"> <li>Eric reported positive feedback from D. Healy regarding Matt's testing process.</li> </ul>		
<b>EIC Project Review:</b>	<ul style="list-style-type: none"> <li><u>Provider Relations Module (PRU)</u>: near completion.</li> <li><u>Outcomes Project</u>: Matt reported that indicators are being worked on. DD measure should be ready soon.</li> <li><u>Jail Diversion Project</u>: Is being developed and should take around 2 weeks.               <ul style="list-style-type: none"> <li>○ Puts a trigger in the Progress Notes so the clinicians can flag it for jail diversion specialists.</li> <li>○ Emergency note and Jail Data sheet will track outcome for documentation for reporting to the state.</li> </ul> </li> <li><u>Unbundled Authorization Project</u>: starting soon.</li> <li><u>Access to Consumer Records Redesign (a.k.a. Firewalls) Project</u>: being redesigned</li> </ul>		

- Diabetes Management Project: being done in Washtenaw now to help with integrated health but may include affiliates later.
- Prescription Drug Inventory Project: Need AEC guidance.
- Respite Authorizations Project: No updates.
- Appointment Scheduler Project: This project is next in the queue after jail diversion.
- Balance Scorecard Project: No update
- Family Plan Project: on hold
- Co-Occurring Project: complete
- Incident Reporting (IR): near completion. A few open requests are outstanding.
- PDF's for all documents project: Med Review is done. Psych Eval is being worked on.
- Wait List Project: Done. Saginaw is using it.
- Billing Project: Done
- Substance Abuse Co-Pay Project: No update
- Women and Family Enhancement: No update
- Adjudication: All the new PCE modules will have a flexible approach in the adjudication process.
- Interim Contact Note, ATO, Children's Psych

IR: Kelly B. will come to EIC soon to give a final update.

Eval: done and the rollout is coming soon. By the end of the month, the rollout process will start. It's much more user friendly and it's been well received.

- PI State Report: No update
- Multiple Modifier Enhancement: completed.
- SARF Detox Enhancement: used only by Livingston and Washtenaw. Matt is using the new testing process - End users can give feedbacks to Matt during face-to-face meetings.
- OBRA Evaluation Project: waiting on the state.
- Personal Health Records (PHR): Matt worked with staff and consumer in Washtenaw and Livingston. Will be piloted here in Washtenaw within the next 2 months and new features will be added. Consumers will have a chance to provide input on his/her Encompass records.
- CLS Project: Matt will attend the presentation tomorrow. Billing auth log has been changed. If someone provides support services to 2 consumers, the auth and reporting will be done automatically.
- Calendar for July to Oct. was reviewed:
  - Jail Diversion will be done in Aug. instead of July
  - There were 22 projects to be done in Oct. but due to the Multiple Modifier project delay, projects are pushed back.
  - Chris reported that all the remaining projects not done in Oct. will be moved

	back and be completed in Dec.		
<b>Satisfaction Survey Results</b>	<ul style="list-style-type: none"> <li>• The 2008 survey captured feedback throughout the affiliation.</li> <li>• Same questions were used as the previous years for trending purposes and baseline comparison and analysis.</li> <li>• Teresa reported that scores were up in every category compared to 2007's result.</li> <li>• The Fit Workflow question had the lowest score.</li> </ul>	<ul style="list-style-type: none"> <li>• Enhancement projects such as alphabetizing suggested by end-users could improve user satisfaction.</li> </ul>	<b>IM:</b> <ol style="list-style-type: none"> <li>1. Increase workflow satisfaction.</li> <li>2. Improve overall satisfaction for 2009</li> </ol>
<b>RR Completion Plan</b>	<ul style="list-style-type: none"> <li>• Recipient Rights module has been completed</li> </ul>		
<b>Transition to first tier help desk</b>	<ul style="list-style-type: none"> <li>• Brief discussion about opening up the help desk to the general Washtenaw staff instead of having liaisons "filter" requests to the help desk.</li> <li>• There are many pros and cons.</li> </ul>	<ul style="list-style-type: none"> <li>• Tabled until Mike returns to EIC.</li> </ul>	
<b>AEC Report approval</b>	<ul style="list-style-type: none"> <li>• Not reviewed</li> </ul>		
<b>Missing QI Data Elements</b>	<ul style="list-style-type: none"> <li>• Teresa reported on the QI cleanup project she has been working on for the past months with Nicole and Mike.</li> <li>• They are following the Code book regarding consumer status errors.</li> <li>• A clinician can see the errors while a supervisor can see the errors for the entire team.</li> <li>• Location in Encompass: go to Data Integrity Checks&gt; there are options for clinicians, supervisors.</li> <li>• Forced fields are not favored; "NA" is better.</li> <li>• The goal is to reduce the number of data errors while maximizing encounters from the state.</li> </ul>	<ul style="list-style-type: none"> <li>• There are now two reports that give end-users the ability to understand errors better.</li> <li>• As of Oct. 1, 2008 "Unreported" will not be allowed.</li> <li>• Teresa ran the July report and there are improvements in error reduction.</li> </ul>	
<b>Next meeting</b>	<ul style="list-style-type: none"> <li>• Teresa and Eric would like to come back in September to discuss QI data.</li> </ul>	<u>Agenda Items:</u> <ol style="list-style-type: none"> <li>1. QI Data Elements</li> <li>2.</li> </ol>	