

Provider Forum Minutes

Date: **November 18, 2020**
Time: 10:00 AM
Place: Teleconference
Meeting called by: Tonya Lawrence
Type of Meeting: Ad-hoc
Note Taker: Melissa Fox
Attendees: CMHCM staff, Residential Providers (Pickard I-Pad, Michael Kirby, Karen Bressette, Brett Perhase, SBoyle, Jenny Jacobs, Kevin Majeske, Paul Johnson, Buddy Goldworthy, CMNPH, Amy S, Margaret Brewer, Danielle Sissell, Rebecca Lindsey, Deborah Bauman, Sarah Nestle, Tonya Lawrence)

Agenda Topic: Welcome / Introduction

Presenter: ***Tonya Lawrence***

Discussion & Conclusions: ***Focus of this meeting was to discuss implementation of the new electronic progress note and open forum with Provider Network.***

Action Items,
Person Responsible
& Deadline:

Agenda Topic: Pro's and Con's discussed by providers and CMHCM staff

Presenter: ***All***

Discussion & Conclusions:

- Requested demonstration of electronic progress note – Done by Deborah Bauman later in the meeting.
- Expressed computer skills will now need to be a requirement in job description.
- 10-16 week delay for new laptops/computers
- Up front cost – reassured them the only cost are internet access and computer device that can login into CIGMMO, ex: IPad, laptop, desktop computer, etc... Licensing is not requiring providers to print notes, they will be stored in the CMHCM data warehouse.
- Eliminate misplaced notes and case managers transporting documents which should decrease any breach of PHI.
- Allows for psychiatrist to review prior to seeing the consumer.

Action Items,
Person Responsible
& Deadline:

Agenda Topic: Debbie's Demonstration

Presenter: ***Deborah Bauman***

- Discussion & Conclusions: Debbie gave a quick overview of the electronic note. She did explain once provider is onboarded the training would be much more detailed. Items she pointed out are:
- Once staff putts in password note is signed but manager can still edit if need be.
 - For a family home if you are the only person providing service 24/hours per day only one note is needed and you can select any shift from the drop down box.
 - PCP goals will automatically populate.
 - Summary box should include narrative that they currently put on paper.

Action Items,
Person Responsible
& Deadline:

Agenda Topic:

Presenter: *General Provider Questions*

Discussion & *All*

Conclusions:

- Action Items, Person Responsible & Deadline:
- Q:** iPads have already been purchased for use of zoom meetings in many provider homes, can these be used for electronic progress note?
- A:** Yes, iPads can be used as well. Any device that can login into CIGMMO through internet accessed would work.
- Q:** Currently documentation has to be approved by home manager, will this still be a requirement?
- A:** Management will have access to all consumers and will be able to approve note. Home manager should also be able to review and update note if need be.
- Q:** What about access if a staff member is terminated over the week-end?
- A:** Access maintenance is going to be an important piece of this project. You can notify anyone on the provider network team if access needs to be terminated and or Jane Cole. Jane will take care of it ASAP. All staff will be required to complete a computer use agreement, unless you are a manager staff will only have access to the note for the consumers in their home.
- Q:** Is this a requirement for CLS providers in consumers own homes?
- A:** No, this is only being implemented for residential settings by 9/30/2021.
- Q:** Are providers supposed to begin the electronic progress note now?
- A:** No, Karen will be reaching out to each provider individually to schedule some time to onboard them. Taking volunteers who feel that they are currently ready. In the past Debbie met with each home manager individually for approximately an hour, she went over the note page by page and allowed the home manager to login and work along beside her. The manager chose to train the rest of the staff.
- Q:** Does CIGMMO allow for voice recognition versus typing?
- A:** This could be a possibility depending on the device that is being used. *Tonya took this question back to Jane Cole after the forum, and this could be accomplished if the provider purchased the software. We will be working with*

our software vendor to see if this can be built in for future use.

Q: Is there a contingency plan if internet is down, computer is down, different staff covering shift that doesn't have access, etc....

A: The plan to just use the paper note and scan it in the same way it is done now.

Q: Since providers are billing for the services should they keep a copy for back-up?

A: Notes will be stored, backed-up, and backed-up again through servers at CMHCM and accessible through CIGMMO. Which will also allow for limited access for auditors through MDHHS and our PIHP.

Q: Will electronic documentation move forward with home provider report, outings, etc.?

A: Yes, one phase at a time.