

Monthly Quality Directors Telephone Conference Call
Thursday – 11/20/2014

MINUTES

- **FY15 First Quarter QUALITY REPORT UPDATE:** FY15 first quarter provider quality reports were sent to all providers on 11/19/14. For state-operated this includes for the first time WITs data. Some data issues will be discussed at the end of this meeting with only SO quality directors on the call. As always there is a one month review and feedback process. All feedback should be directed to Mark McAndrew via e-mail at mark.mcandrew@ct.gov
Please note that the FY14 Consumer Satisfaction Survey results are now included in the FY 15 Quality Reports.
- **MONTHLY DATA QUALITY MONITORING NEWSLETTER:** November's EQMI data quality newsletter asks all providers to review their DDaP active consumer insurance information and to update any that are not current. Please contact Mark if you need further assistance.
- **DSM 5/GAF:** State-operated providers are now using the DSM 5 with the newly implemented WITs HER data system. Although not required as of yet, DDaP has been adjusted to accept DSM 5 diagnosis in the standard file format. EQMI has asked those providers that wish to test their files with new DSM 5 formats to contact Mark for testing processes. Value Options has postponed the DSM 5 requirement and until October 2015 and DMHAS has taken a similar approach.
- **CONSUMER SATISFACTION SURVEY UPDATE:** Excel reports have been sent out to providers. As noted above, the FY14 Consumer Satisfaction Survey Results are now incorporated in the FY15 Provider Quality Reports. If you have any questions about CSS, please contact Karin Haberlin.

- **CRITICAL INCIDENT DATA BASE IMPLEMENTATION:** The Go-live date for the application was October 1st 2014. All PNP's that have their DMHAS human service contracts monitored by a State-operated LMHA are required to submit critical incidents to the LMHA quality division for review and data entry. All others are trained for direct data entry activities for Critical Incidents. If you have questions regarding this process, please contact Karin Haberlin.

- **The Next Quality Directors Telephone Conference Call is scheduled for Thursday – December 18, 2014 starting at 9am. The agenda will be forwarded to all just before the 18th.**