Mental Health Notes

4/21/16

Attendees

- Central Office: Sue Wherry, Michelle Buskey, ~~Seth Schreiber~~
- Region 1: Holly Morganstean, Mary Payton, ~~Holly Bonwell~~
- Region 2: Joyce Lyons, Dea Hibdon,
- Region 3: Sherri Edwards, Trisha Hammond, ~~Heather Taylor~~
- Region 4: ~~Jennifer Burlage~~, Kari Portales, Julie Matta, Teresa Shackleford
- Region 5: Sally Bryan, Pam Shropshire, ~~Scott Rassmussen~~
- Region 6: Cindy Wilson, ~~Michele Osmond, Paula Miller~~
- Region 7: ~~Randy Rodriquez~~, Danielle Stohl
- Hub Admin: ~~Tracey Sessions, Gina Westcott, Todd Hurt~~

WITS Updates – Enhancements in the 18.6 , 18.6.1, 18.6.2 and 18.7 Releases were reviewed. The WITS production sites in Idaho will be updated with the 18.6.2 release on Friday 4/22/16. Included in the release are 3 enhancements directly related to Mental Health.

- Staff: Staff accounts that were disabled pre-18.0 will now be 'Locked' upon upgrading to any 18.0 or newer release. The Locked Reason will be set as 'Disabled prior to migration to 18.0'.
- Referrals: The Client Eligibility information will now be included in the consented activity list as an option when consenting records to a different agency.
- Non Episode Contact: Contact Date and Time are not prepopulated. Time label has been changed to Start Time, and new field End Time is added. Duration (hrs) label is changed to Duration and Duration Type has only "Minutes" in the dropdown list. Contact Date, Start Time, End Time, Duration and Duration Type are required fields.

The next release 18.7 is scheduled to include the following 3 enhancements related to Mental Health:

- Consents: The consent Functionality has been modified to allow only one Episode per consent.
- System Access: A new role "Clinical Dashboard Oversight" has been created, it allows user to view and select the entire staff to access all the clients on the Clinical Dashboard in the current agency.
- Clinical Dashboard: When a user has the "Clinical Dashboard Oversight" role, it allows user to view and select the entire staff to access all the clients on the Clinical Dashboard in the current agency.

Clinical Roles in WITS: We will be sending out a list of the Staff Member types indicating which 'Types' should have Clinical access. This is in response to the problems that were created when merging to the new EA in the staff module. FEI will run a script which will update the code tables in the background. RWA's will then need to update staff member types to their appropriate designation. Anyone that was changed after the move to EA will need to be changed back to reflect the correct staff type in their Employment Profile. The WITS Helpdesk will be pulling a report after the script is run and sending it to the RWA's for review.

NPI #'s for ALL staff providing billable services – Thank you all for your assistance in getting this task completed quickly. I was able to provide the information to the revenue unit as requested.
Please note, because of this new requirement staff that do NOT have an NPI # should no longer enter a Billable Encounter as we are no longer able to process these entries.

Dispensary Enhancement: on Schedule for implementation on 7-1-16. Prior to implementation, Regional office will be required split out any facility that has a physical med room where meds are prepared for the Clients. For Example. In Region 3 all clients are currently listed under the Caldwell facility however there is a Med room in the Payette office where they prepare the meds for clients who receive services in the Payette Office. Therefore all open clients who receive services in the Payette office will need to be moved to the Payette facility in WITS. New printers have been selected and approved. We will be sending more information as it becomes available with regards to where and when these will be purchased and who will be paying for them. Regional staff are concerned they will have enough time to purchase these prior to the New Fiscal year and scanning cut-offs. The Printer that was selected is on the Approved products list and should not be difficult to locate and purchase.

Scheduler: We continue to get reports the scheduler is not functioning correctly. Here in Central Office we have tried unsuccessfully to recreate some of the issues people are complaining about. I have been asked to collect information with regards to this issue so we can determine the best way to approach the issues.

1. What are the specific issues you are still experiencing with the Scheduler?
    a. Working in Scheduler and the calendar Drops off the screen– Times Out
    b. Not able to enter an encounter - after testing this week it was noted if the 'calendar' sits idle for over 20 min. It may require several attempts before populating the information. When you refresh the screen it may

be their 1 or multiple times depending on the number of attempts.

c. Disappearing appointments – when we have requested FEI to run audit trail on these it showed an alternate staff had deleted the note.

We will continue to monitor and report the issues to FEI, In addition I will add this to the agenda as a wish list item for either fixing the issues or rewriting the scheduler within WITS rather than utilizing a plug-in (Silverlight)

In taking a quick poll of the call participants it was noted which Regions are using the scheduler "Stand alone" and if they are not using it "stand alone" what other program are they utilizing as a backup:

1- WITS Stand alone for the prescriber appointments – Clinicians are using Outlook
2- WITS Stand alone for the prescriber appointments
3- WITS and E-Z Scheduler simultaneously
4- WITS with SharePoint as a backup due to the issues noted above
5- Appointments are scheduled in Outlook and then entered into WITS for ease of entering Encounter notes CMH does not use the Scheduler
6- WITS for Prescriber appointments, Clinician's Outlook, CMH does not use the Scheduler
7- WITS for Prescriber – Outlook as a backup

Please continue to report the scheduler issues to the WITS HelpDesk so we can gather as much information as possible with regards to the problems you are experiencing.

Other: Meeting format – We are soliciting your feedback with regards to the Monthly call. Are there other topics you would like to discuss? Is there something different you would like to see? Do you feel these calls are beneficial? Please provide any suggestions or comments to assist us with providing the information you would like to see or hear about.

You can email your comments to the following:
Sue Wherry (Meeting Host) – Wherrys@dhw.idaho.gov
Michelle Buskey (WITS Supervisor) – BuskeyM@dhw.idaho.gov
WITS Helpdesk - DBHWITSHD@dhw.idaho.gov