

WITS Mental Health Update Call Minutes

January 17, 2013

Participants: Holly Morganstean (R1), Joyce Lyons (R2), Sue Wherry (R3), Liza Clinger (R4), Sally Bryan (R5), Sharyn Justus (R5), Linda Cantrell (R6), Sue Chadwick (R6), Paula Miller (R6), Cindy Wilson (R6), Randy Rodriguez (R7), Danielle Stohl (R7), Michelle Buskey (CO), Casey Moyer (CO), Robert Willingham (CO), Cheryl Hawkins (CO).

Topics discussed:

Use of WITS Away from the Office <ul style="list-style-type: none">Liza asked if it's permissible for interns to use WITS when working away from the office, such as working at home. Robert consulted with Casey Moyer and advised that this is a regional decision which can be approved if there is a valid business need and all privacy and confidentiality requirements are followed.
Random Moment Time Study (RMTS) <ul style="list-style-type: none">Robert asked if there are any objections to including RMTS on the agenda of our calls every other month instead of conducting a separate call. There were no objections so it will be included on our next agenda.
January Release Notes <ul style="list-style-type: none">Robert reviewed the January 2013 release notes.
Support Tickets <ul style="list-style-type: none">Robert reported that in the last 3 weeks the descriptions on a number of support tickets have been vague. He requested that users be very specific when requesting changes to be made.
19-2524 Pilot Project <ul style="list-style-type: none">Robert stated that the 19-2524 pilot project has ended. IDOC will continue to send referrals electronically. The Brief Jail Mental Health Screener (BJMHS) will remain available on the website for at least a few months.
Create Encounter Role <ul style="list-style-type: none">Robert reported that our current intention is to give access to the Create Encounter role only to staff who do medical transcriptions. If your agency determines you have another valid need, please let the WITS Help Desk know so the request can be evaluated.
WITS Delete Protocols <ul style="list-style-type: none">Robert reviewed the proposal for the WITS Delete protocols. A request was made for Robert to send out a copy of the proposal so the regions can review it, which he agreed to do. The current process is that WITS Regional Administrators will submit support tickets requesting information to be deleted. Only the WITS Help Desk team will delete case records in WITS once the process is finalized.

<p>Collateral Contacts</p> <ul style="list-style-type: none"> Sally asked how other regions are collecting information for Collateral Contacts. She said her region currently uses the Authorization for Disclosure forms. Region 4 replied that they use paper Release of Information forms but don't update WITS. Region 2 responded that they keep a paper file but they also update WITS. Regarding who performs this task, it was stated that sometimes Clinicians gather this information and other times the support staff does it.
<p>Planned Services for CMH</p> <ul style="list-style-type: none"> Sally asked what to enter in the Staff field on the Planned Services screen when it's a contractor who provides the Planned Service. She said some Clinicians are bypassing this and doing vouchers instead. Robert invited Casey Moyer to join the call to clarify this requirement. Casey advised that, if the Department is providing the service, it has to be entered in Planned Service. If the service is provided by a contractor, the information needs to be documented in the Intervention and a Voucher should be created.
<p>Intake Policy and Packets</p> <ul style="list-style-type: none"> Casey advised that the Admission/Eligibility policy has been signed and that the Intake Documents for AMH Core Intake and CMH Core Intake have been posted on the Info Net.
<p>Training</p> <ul style="list-style-type: none"> Robert reminded the team that the monthly WITS training will now be embedded in the WITS eManual. The "Creating an Initial Treatment Plan" training video has been completed and will be included in the next eManual update. Robert asked that any feedback about the training or suggestions for improvement be emailed to him.
<p>Questions</p> <ul style="list-style-type: none"> A question was asked about buttons missing in the Phone Number section of the Scheduler. Robert advised that sometimes the Edit Schedule buttons are not visible, depending on the user's display settings. If this occurs, Robert requested that you send the screen resolution to him so he can investigate the problem.

New Tasks Assigned:

Task	Status
<ul style="list-style-type: none"> None 	N/A

Follow Up Items:

<ul style="list-style-type: none"> Robert will distribute the proposal for the WITS Delete Protocol for the regions to review. 	In progress
<ul style="list-style-type: none"> Robert will add RMTS to the agenda as needed. 	In progress