

## Mental Health Call Minutes

4/16/2014

### Attendees

- Central Office: Sue Wherry
- Region 1: Holly Morganstean,
- Region 2: Joyce Lyons, Sheri Owens
- Region 3: Jaime Ward,
- Region 4: Kari Portales, Beth
- Region 5: Sally Bryan
- Region 6: Sue Chadwick, Michele Osmund, Paula Miller
- Region 7: Randy Rodriquez, Danielle Stohl

ERMETS Update – Nothing new this month

Policy Update - Nothing new this month

WITS Release Notes for 17.18 – Reviewed the release notes and informed attendees the WITS-Training site was updated this morning with this latest version. Presented screen shots to demonstrate the changes with the exception of the new Prescription label. The new prescription label did not print this morning when attempting to print a demo for today's call. Robert is in contact with FEI to determine what the issue might be. We will not push this release to the production site until the issue is resolved.

### Other

No longer using Testlink -Testlink is the software that was used in the past when regional staff was assisting with the WITS testing process. We will no longer be using this software instead Robert is developing testing scripts which will be utilized for this purpose.

“Generic” Date of Birth in WITS , When not provided by client. – This is a follow up item which developed after last month's call. I had stated during the call that if the DOB was not known, staff were asked to use 1/1/1900. After receiving an email with regards to this issue, I did some research and discovered other options are

currently been used. After discussing the options, it was determined that when this situation presents, staff should enter the DOB as - January/1/ (year of birth). For example if a client says they are 35 years old, 1/1/1980 would be entered. Additionally a note would be entered indicating this is NOT the correct Date of Birth. Reminded attendees it is always optimal to enter the correct data, but this is a solution for when it is not possible to obtain.

WITS – EA - A brief demonstration of the new Staff profile in the “Enhanced Architecture” for WITS was presented, pointing out some of the significant changes and a ‘peek’ into what it will look like when it updates into the production site. A tentative date is set for July 1, 2015. This is the first module to be completed the next module scheduled to be updated is the treatment plan.

Staff getting kicked out of WITS – Holly from Region 1 commented that many of the staff are being kicked out of WITS. There does not seem to be a specific browser or function they are working on. It is happening very randomly and with varying staff – I explained the WITS Helpdesk has been receiving calls from multiple providers throughout the State who are having similar issues. We have been working with internal IT Staff and FEI in an effort to determine what the problem is and get it resolved if possible. So far they have determined we are having problems with ‘intermittent timeouts’. I encouraged anyone who is experiencing these sorts of problems to report them to the Help Desk each time it happens. The question was raised as to rather staff should submit a support ticket or just call. I encouraged staff to call whenever this happens.

As a follow-up I spoke with the WHD (WITS Help Desk) team and was asked to request the following information;

URL – (i.e. <https://idaho-mountain.witsweb.org/>)

Browser – (Chrome, Internet Explorer, Firefox)

User Name

Client Name

Current screen in WITS

Action being performed (Save, Finish, Next)

Issue – Lag- ‘spinning blue circle’ (How long)

Kicked out – Message displayed on screen

\*Screen shots are best if possible

Time of Day – Detailed (minutes included)

Please keep in mind the more information we get, the better chance we have to isolate the problem. \*\*If you don't capture all of the requested information, send all that you do have.

It may be sent in an email or staff may call the Help Desk, whichever they are more comfortable with.