IWUG Online Meeting Minutes
August, 6 2015

Topics discussed:

Welcome

BPA Announcements

- **Discharge Process – Sharon Burke**

In May we were working on getting ourselves caught up on discharges in the system. With WITS implementation, we found discharges were not happening in the system regularly, and intakes remained open even though clients had been physically discharged. It's important for client care, outcomes, and record keeping to have the WITS records reflect the true client status.

We sent a list to each of the providers of the clients that had been inactive for a period of time. 85% of 6900 clients that had open intakes and incomplete discharges were closed, and we've been working with the agencies to complete the rest of the discharges. For the providers who did not get their discharge list completed, we have sent and emailed notifications that if these discharges remain incomplete it will affect the incentive.

We will be providing training and technical assistance to aid those that are struggling with the process. Going forward, we want a process in place that will ensure discharges will be completed. In June, we sent out a communication on alerts and reports in a way to check how to do that internally in the system. Monthly, Department of Health and Welfare will distribute a report showing inactive clients which we will be communicating to providers. This report will include clients that are showing inactivity for over thirty days. If a client is inactive for thirty days, you have two weeks to discharge that client. Quarterly, these records will be reviewed. On a quarterly basis, you need to have 85% of clients discharged within that timeframe. Regional coordinators will be available for any questions at the quarterly meetings. A memo with notifications of incentives is going to be available on the BPA website, and there will be a correspondence sent to the providers. Feel free to contact Sharon burke with any questions regarding the discharge process.

- **Sentinel Event Reporting – Michelle Barker**

Sentinel events include but are not limited to an event that threatens the safe and efficient operation of care, and involves a serious activity at a provider site or a provider activity. They are called "Sentinel" as they require immediate response. Some examples of a Sentinel Event include: a death, (by natural causes, suicide, motor vehicle accident, or unknown cause), a serious suicide attempt, break-ins that include stolen records, HIPAA violations, violence, abuse or neglect of a client, or if emergency services need to be called for that client. These are examples of Sentinel Events that would need to be reported.

If a client comes in and they've had any kind of service, such as a GAIN Assessment only, according to provider reporting requirements if a Sentinel Event occurs, the provider is still required to report it immediately. A Sentinel Event report form must be completed and returned to provider network management. This form can be found under the "Provider Forms" section of the BPA website. We request the forms be sent to providerrelations@bpahealth.com. Your BPA regional coordinator will contact to follow-up. BPA is required to report any events to partners within 24 hours, and follow up and report any outcomes. If you have a question whether it is a Sentinel Event or not, you can check in with your regional coordinator to confirm or deny.

Agency Updates

- **IDHW – Dan Greenleaf**

In the ATR 4 program, the department is looking at the possibility of expanding the population so that it reaches as many people as possible. When the expansion does happen, a formal communication will be provided.

Recovery coaching is in the final stages of being able to launch, formal communications will be coming within the next couple weeks with instructions on how to get people recognized as Recovery Coaches, and how to to bill for these services. For questions regarding ATR, please contact Crystal Campbell at (208) 334-6506 or CampbelC@dhw.idaho.gov. For questions about Recovery Coaching, contact Michael Armand at RecoveryCoaching@dhw.idaho.gov or call (208) 332-7238.

- **IDOC - Lorenzo Washington**

As a reminder, we have heard from the provider network in regards to funding and why they're not receiving referrals. At the end of the last fiscal year 2015, there was a $500,000 overspend. The Department of Corrections had to make some cuts to the 'Risk to Revocate' population. Cuts began in January/February, and allowed IDOC to get back on track and spent about 7.5 million for the fiscal year total. We've received questions about the 'Risk to Revocate' program, and it's too early in the fiscal year to reopen 'Risk to Revocate' right now. We will continue to monitor the other funding populations and see how spending is going, later in the year we will see if we can open up the program again.

In addition, we continue advocate client choice, so where they want to go for treatment may have an effect on referrals.

- **IDJC - not represented**

No updates.

- **ISC - Lynn Proctor**

No updates – here for questions.

WITS Updates

- **GPRA Follow-up Guidance – Denise Williams**

All ATR 4 clients will require a six month follow-up GPRA assessment, and the first wave of client's follow up assessment is coming due. On the WITS.Idaho.Gov website, there is an ATR 4 tab. You will see there is a section here on GPRA as well as additional information that can be found on the ATR 4 specific program. In particular, I want to call attention to the GPRA interview compliance details in regards to WITS. This graph coincides with the requirements of ATR and WITS. Whenever that initial GPRA is done, WITS is programmed to open up the window for follow-up five months after the GPRA. The due date is at six months, but the window to complete the assessment will open from five to eight months around the initial interview date. The different statuses of compliance/noncompliant, upcoming, due and missed are summarized in this document, and directly reflect values in WITS.

- **“GPRA Follow-Up Due” Tool in WITS – Denise Williams**

Within your agency when serving an ATR 4 client, you can reach the “GPRA Follow-Up Due” tool under agency, agency list, then “GPRA Follow-Up Due”. In the ‘Follow-Up Attendance’ field, set it to “within window”. The tool will show you which clients are within the window of compliance. Intake date and intake interview, due date, follow up date and follow up close date are all included in this onscreen report. You can export this report into excel for reporting or further data manipulation. If you hold down the control key first and click ‘export’, it will stop your pop up blocker from blocking the file extension.

For input, questions, or potential topics: please feel free to give us a call at the WITS Help Desk at (208) 332-7316, or Toll Free at (844) 726-7493, or email at dbhwitshd@dhw.idaho.gov with these topics. Thank you.