



Meeting Minutes

Meeting: HH Network Monthly Meeting Date: 2/12/2024 Time: 1:00 pm Location: Zoom	Attendees: Miranda Blakeslee, Jody Kendrick, Erika Barber, Kali Angel, Jetta Carrig, Tosh DeMulder
---	---

Discussion Topic	Presenter	Notes:
Introduction	Miranda Blakeslee	
Health Home Updates	Miranda Blakeslee	Designation Update- We have been told the beginning of this week with our preliminary designation with our charts, weighing pros and cons of appealing. We believe we are at a 2 year designation. If we are close to the ranking for 3 yrs we will look to appeal for an extra year if it is worthwhile. We will let you know how we plan to move forward. We will try to alleviate the administrative burden. Netsmart Update Comprehensive Assessment- We emailed Blake about this we are still working the problem through. Blake said the comprehensive form fix is technically a new form; Miranda does not know why a new form was made, verses fixing the previous form. We do not want to add to anyone's plates, in our eyes this was a Netsmart error. There is more to come we will keep everyone posted with minimal administrative burden impact. There should be a new area for Comprehensive assessment date, we didn't want people to lose credit for their work as the finalized date was what was pulling previously in reports. KPI Dashboard- This is taking longer than anticipated, we have some dashboards built. Miranda will meet with the team this week; we still have some questions and things to clean up. The analyzer training will be scheduled once the dashboard is available. Supervisors 3-4-hour training, most likely Q2 2024. We want things up and running before we start training. More to come on that.

Microsoft Teams Transition- Bassett has recently gained access to Microsoft Teams and has begun using it for a variety of things including setting up meetings, information sharing, chat features etc. So far the transition has been great. Updating forms and sharing information has been great. We see utilization of this program as an opportunity to share information such as policy and trainings. We are looking to transition everyone to teams if possible.

Accessibility

Miranda asked if downstream partners have access to Teams.

Jody- Will check with IT

Chris- We will need to go through IT to get access.

We think that we can create a sharepoint if you don't have that program. Miranda would like everyone to look into that.

If we do transition to using Teams for everyone who would you like to have access to the program within your agencies?

- Jody would like all to have access
- Chris agreed with everyone having access
-

We are thinking that we would create a Health Home Network group and each agency would have their own; RSS and Schoharie County Mental Health.

We can separate out what people have access to based on what would work best for each agency. This would include sending QA checks to just supervisors, policy and procedure would be available to all.

Training Update- We will be transitioning zoom trainings to teams. We can have people register. One email to leadership and then have staff register and add to calendar, and will allow for attendance. This will increase efficiency.

Mini Training Series- Will be in teams. We are working on a Person Centered Care mini series Annual Care Team, Comprehensive Assessment, Plan of Care planning. CES tool. The CES tool has added a lot of time and work. There have been a few issues we have seen and there are some misunderstandings about Annual Care Team meetings, Comp assessments and we want the trainings to help to capture those concerns and bring that full circle. Care plans looking at them to make sure that objectives and interventions are moving toward non maintenance objectives. Moving toward maximum of 5 objectives in a plan of care. Please start prepping teams on this series so that we can get people started in that mini training series.

March Network Training- Each day is an individual registration. The expectation is that

		all days are attended. March 11 ,12, 14th at Foxcare center. Teams registration required, reminder a few days prior there may be a few bumps as this is new. Registration- We will be able to check back with the leadership on who is registered for upcoming trainings and who attended. Website Update- Currently the Bassett website is being archived and we cannot make changes to it. This is why we are thinking that Microsoft Teams will allow more real time updates to the group. We would like to add policies and procedures to teams. We would like to limit the sharing of propriety information in Microsoft Teams. We would have more real time ability to limit access to our partners. We still need a public facing website for referrals and directories.
QA Updates	Miranda Blakeslee	Quality Reviews- First round of Quality Reviews from Bridget will be out in March. We are working on them and will get to as many as possible this month and sent out in March.
Billing	Jetta Carrig	Will Review Annual Report Next month - Jetta reviewed her slides. – Outreach for each month, numbers peaked in February but we ranged from 30-90 each month. - Members out of the outreach that enrolled in their first month of outreach. This ranged from 15-7. We will be providing monthly data. - Opt out reason of Hiatus to close- This ranged 42-12. Members who just fell off. This is something that we want to look at specifically. Proactive Quality measures, things we can do in the moment to improve outcomes. - Revenue- Total health home revenue, we did well overall we had a low month of 248k and moved to a high month of 290k, this is a testament to the great work everyone has done last year. This past year was a rebuilding year and hopefully this year will be even better.
Referral Updates	Erika Barber/Miranda Blakeslee	Will Review Annual Report Next month Referrals – We looked at the referral sources for the year we had a total of 720 referrals. Within Bassett we got those from primary care offices and any other provider or professional within Bassett resulted in 285 referrals, The other referral sources included; Catholic Charites, MCO's, RSS, DOCCS, Crossroads, UHS, County Offices, SPOA's, Fidelis, ED List, MISC- inconsistent sources. It is amazing to see how many individual referrals we have had. Why didn't this grow our membership? Are there high numbers of outreach falling off? Months with high discharges. The number of referrals is great. The variety of sources is a testament to how many connections we have in our

		community. Maintaining those partnerships is important in maintaining referrals. Is there anything you would like to see moving forward? Please email us if you think of things after this meeting. Initial Appropriateness- Erika wanted to explain that sometimes the referral forms are missing important information, if we can put as much info as we can in the narrative, I need that information to complete the tool and work through the referral.
Open Forum	All Attendees	Opened the floor to all. No questions.