Minutes

Transitions Stakeholder Advisory Council

Google Meet Weblink: meet.google.com/gjj-gmae-xff
Google Meet Call-in: +1 347-480-3624
PIN: 515 646 803#

April 6, 2023
2:30 to 4:30 p.m.

COUNCIL MEMBERS

- Meghan Baker, Disability Law Colorado
- Anne Bartels, Sandata
- Monique Flemings, AHOD Services
- Brittany Wright, Atlantis
- Jennifer Giurgila, ACMI
- Fallon Gillespie, RMHS
- Kara Marang, Ombudsman
- Carla Mickelson

- Jennifer Krulewich, Focus Cares
- LaShawn Love, Love Foundation
- Tracy Martinez, Touch of Care
- Jenn Ochs
- Patricia Cook
- Neal Waite, ADRC Region 3B
- Lauren Bell, DRCOG
- Mary Baughman
- Mary Mekbib

1. Welcome - 2:30 p.m.

a. Approval of Minutes - Anne Bartels Minutes were approved.

2. Open Forum - Questions or Concerns - 2:35 p.m.

a. Matt- Public Health Emergency is coming to an end on May 11, 2023. View more information from CDPHE about the end of the continuous coverage requirement

b. April with SRDA in Pueblo, just started in February and happy to join the first TSAC meeting.

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while saving Coloradans money on health care and driving value for Colorado.
hcpf.colorado.gov

3. Care and Case Management System Presentation - 2:45 p.m.

a. Michelle Topkoff, HCPF Section Manager for Case Management- Leading the Care and Case Management System Implementation provided an overview of the new platform IT platform that will be implemented and used by all Case Management Agencies in Colorado. It will replace 3 different systems including the Bridge System, Benefits Utilization System (BUS) and DDDWeb. In the process of implementing the new CCMS which will initially replace BUS and DDDWeb system and eventually the Bridge system. Currently, using the BUS to access level of care for individuals as well as the service plan That will be replaced with new level of care and new needs assessment that will be used across all waivers and will help build budget for all resources and allocation, which will replace the Bridge once it's in place. It's a huge project revolved around Case Management Redesign and Community First Choice implementation set to occur in 2025. This will change Case Management in Colorado for years to come.

b. Built on platform called MedCompass, which is similar to Therap and other EHR systems. MedCompass is a customized application to meet business needs.

c. Different roles will have different security access. Profiles in the system will also determine what members users can see. It's a big update and upgrade from systems using today.

d. Received positive feedback on the Dashboard that pulls up when user signs in. The dashboard shows messages, tasks, caseload and work queues. Users can send tasks to others that are outside of their agency or organization. Automation is also an upgrade as that wasn't in previous systems. The Notice button shows alerts for incorrect or duplicate entries.

e. Member record shows the basic demographic info at the top and will stay there for easy access. Alerts can be system generated or that the user can include. Case Notes are captured in the Activity Log. Some are automated and others manually generated.

f. A lot of information will come over from interfaces such as demographics coming over from Interchange. Claims info will come over as well as Health 360, that provides a snapshot of health record information. Information including Activities, Scoring & Outcomes, Diagnosis, Allergies and Incident Management are captured in the system.

g. Case Management and Programs individuals are enrolled in by Program Cards including a table or card view, that you can click on for more information.

h. Assessment and Support Plans- can look at table or card view with a variety of sorting options. Available documents that pertain to available programs will be stored here. Example Risk Mitigation Plan, how it's built out, can see basic information. Assessments are dynamic in nature, to see if anything else comes up that needs to be filled out. There are required fields that the user needs to complete before able to move on. Feedback is it's intuitive system.

i. Transition Coordination- Risk Mitigation Plan is similar to the form completing now but very dynamic in nature. There's an autosaving feature, once you save the first time, it will continue to save. Will ask if you want to leave without saving or go back to prevent losing information. If complete and haven't done everything, you will get an error message with a link to take you to what is causing the error to be corrected.

j.   Jenny- This is so helpful, asked if there's another training that will be offered before the go live date.

k.   Michelle- There is training specific for TC's before Go-Live as well as desk aids.

l.   LaShawn-Agreed very helpful asked about the Go Live date. Michelle shared there was March go live date, there are some reports and features that need more work and currently have a proposal for Go Live date in May. Once they make a final decision, they will send an update on Case Manager Corner and will share with Matt's team.

m.   LaShawn- Some links in the BUS that aren't working for TCA's there are no links to enter assessment, can't see CMA in there, they can basically only put in log notes.

n.   Jenny- Confirmed they also have errors. If they click CM to figure out who is assigned CM they get an error message. Stopped working around the time the new system was supposed to go live.

o.   Michelle- They are limiting the number of updates they are doing on the BUS, due to going live with the new system and because of all the issues with the BUS. She will check to see if it's a known issue and if not, will make sure it's reported.

p.   Brittany Wright- Also, having the same experience as Jenny and LaShawn. Every now and then I can view a past assessment.

q.   Michelle- Asked if demonstrations leading up to the training would be helpful.

r.   Brad- Has issue trying to get back on BUS as he's been out due to medical challenges. He's been waiting 14 days to get access.

s.   Michelle-Aware of the issue and suggested Brad reaches out to see if it's on the BUS stop to see if it's provisional issue and to see where it's at.

t.   Michelle- shared a link for [updates on the Care and Case Management System](#)

and a link to [Sign up for CCM Email List](#) and Select Case Manager's Corner.

4. Open Forum on Wins and Challenges - 3:30 p.m.

a.   Lauren with DRCOG- Any updates on the online HCPF form for referrals to be sent to options counseling. They haven't received any referrals since the middle of March, seems there may be issues.

b.   Matt- Asked others to reach out via email if they are having issues as well. Matthew Bohanan, matthew.bohanan@state.co.us.

c.   Lauren Bell-contact info for any referrals that may have been missed: DRCOG LCA 303-480-6838 transitionsteam@drcog.org

d.   Lauren- With the end of PHE it's good to have the in person option now, easier to have conversations and connections again. It's up to the resident if they want to meet by phone or in person, which can help them to do more outreach. Nursing facilities still have staff shortages and turnover. Utilize outbreak information from CDHPE if the facility is in outbreak.

e. Mary- Question on OC and meeting with members for Lauren, staff turnover has increased so it's hard to contact members through nursing facility phone. If you can't reach via phone, do you drop in in person?

f. Lauren- They typically try to reach by phone to set up in person visit. Their OC has good relationships with social services staff and they have helped set up meetings with residents as well.

g. Jennifer manages OC program for DRCOG- Always looking for info to boost outreach activities and storytelling. Asking for metrics on transitions and if there is any new data that can be shared. Matt is looking into this and will share with the group.

5. Next Steps and Adjourn - 4 to 4:30 p.m

Next Meeting May 4, 2023
Topic: TBD

Submit Questions, Issues, and Comments:
https://forms.gle/iRZb5zWq5SyMctEe8
or email Lisa.B.Smith@state.co.us

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