

OUTPATIENT LEARNING COMMUNITY

**DATA QUALITY IMPROVEMENT WORK GROUP**

**MINUTES**

**August 17, 2010**

**In-Person Participants:** Lois Berkowitz/DCF/CT BHP; Laurie Van der Heide/CT BHP; Joan Twiggs/DCF; Dave Tompkins/Children's Home of Cromwell; Lily Gil/UCFS; Jacqueline Harris/DCF; Bill Kania/Wheeler Clinic; Allyson Nadeau/CT BHP; Scott Newgass/Dept of Education; Michael Patota/United Services; Bert Plant/DCF; Jill Pluta/Newtown Youth and Family Services; Rich Pugliese/Middlesex Hospital; Sara Zaiantz/Middlesex Hospital; Toral Sanghavi/Village for Families and Children; Cathy Scheidel/Wellpath; Kathy Schiessl/CHR; Marty Schwartzman/Bridges; Hillary Teed/CCPA; and Cynthia Rojas/Clifford Beers Clinic; and Marilyn Cloud/DCF.

**Call-In Participants:** Valerie Ventura-Saadi/FCA; Victoria Johnson.

TOPIC	SUMMARY OF DISCUSSION	ACTION(S) REQUIRED DUE DATE(S)
1. Welcome & Introductions Review of Agenda	<ul style="list-style-type: none"> <li>➤ A special thanks to Toral Sanghavi for her work in making the webinar and call-in arrangements!</li> <li>➤ Ongoing efforts to recruit family members will be made through CBHAC, Joint MH Planning Council, and FAVOR.</li> </ul>	
2. Review of Work Products	<ul style="list-style-type: none"> <li>➤ Minutes were reviewed and approved.</li> <li>➤ Work Plan was reviewed and approved.</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Review Attachment - <u>Data Strategy Core Guiding</u></b></li> </ul>

TOPIC	SUMMARY OF DISCUSSION	ACTION(S) REQUIRED DUE DATE(S)
	<ul style="list-style-type: none"> <li>➤ Core Guiding Principles were reviewed and the following modifications were made.               <ul style="list-style-type: none"> <li>○ #1 - Delete "including families, workers, supervisors, funders and others."</li> <li>○ #5 &amp; #12 - Merge bullets and emphasize value of data occurs when utilized by stakeholders to continuously inform and improve programs, services and systems.</li> <li>○ Added Bullet - Need for ongoing education and training to enable stakeholders to develop and maintain confidence in their ability to utilize data.</li> </ul> </li> </ul>	<p><u>Principles</u></p> <ul style="list-style-type: none"> <li>▪ <b><u>Submit Final feedback to M. Cloud by 9/10/10.</u></b></li> </ul>
<p>3. PowerPoint Presentation - Joan Twiggs, Ph.D. Project Director - PSDCRS</p>	<ul style="list-style-type: none"> <li>➤ Refer to attached PowerPoint Presentation for details. Joan discussed PSDCRS description, key purposes of system, key functionality, key reports, resources such as Data Quality Monitoring tools and Excel export capabilities, and future directions.</li> <li>➤ Areas of Discussion               <ul style="list-style-type: none"> <li>○ OPCC is the foundation of CT's BH Services System. DCF-funded clinics provide services to approximately 70% of the total population served - statewide.</li> <li>○ <u>Provider Perspectives:</u> One of the biggest challenges is to ensure that staff understands the data definitions. Kathy Schiessl/CHR reported that their agency incorporates data definitions into their forms to address this need.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <b>Develop set of targeted questions relating to current best practices - DCF Staff</b></li> <li>• <b>Due Date: 9/21/10</b></li> </ul>

TOPIC	SUMMARY OF DISCUSSION	ACTION(S) REQUIRED DUE DATE(S)
	<ul style="list-style-type: none"> <li>○ <u>State Perspectives:</u> It is critical to have each provider submit timely, complete and accurate data in order to have a creditable information system. Example: Does client meet SED criteria? Currently (for OPCCs) 44% respond yes and 48% respond no, with 8% failing to answer, although required!</li> <li>○ <u>Questions: When are changes made to PSDCRS?</u> The release schedule for changes is July, October and January. <u>Does the database include non-DCF grant funded clinics?</u> No. Some of the data (for Medicaid eligibles) is available through the DSS MA database and the CT BHP databases. At this time it is not possible to have one data system for all behavioral health care providers due to resource constraints.</li> </ul>	
4. Data Survey: Current Best Practices	<ul style="list-style-type: none"> <li>▪ Areas of Discussion <ul style="list-style-type: none"> <li>○ <u>Purpose:</u> To identify best practices relative to data collection, reporting and analysis.</li> <li>○ <u>Challenges:</u> Given the resource limitations (personnel, time and costs), what is the most efficient method for conducting a survey? <ul style="list-style-type: none"> <li>• <u>Survey Instrument:</u> Requires resources and time to develop, implement and compile findings. Seeking input from multiple levels of users would increase</li> </ul> </li> </ul> </li> </ul>	

TOPIC	SUMMARY OF DISCUSSION	ACTION(S) REQUIRED DUE DATE(S)
	<p>resource demands.</p> <ul style="list-style-type: none"> <li>• <u>Data Parties</u>: Convene key parties and address areas of deficit, i.e. untimely, missing/incomplete, and/or inaccurate data. Identify and inform providers regarding how the data will be utilized to improve performance.</li> <li>• <u>Focus Groups</u>: Facilitated group session with targeted questions relative to what is done now, its usefulness, and identification of barriers. This may be the least burdensome, most effective strategy.</li> </ul>	<p><b>DCF Staff to develop draft targeted questions for focus group. 9/21/10</b></p>
5. Next Steps	<p>➤ <b><u>Future meetings will be held at Connecticut Valley Hospital, Page Hall - Room 217 in Middletown, 9:30 AM - 11:30 AM</u></b> on the following dates:</p> <ul style="list-style-type: none"> <li>▪ <b>9/21</b></li> <li>▪ <b>10/19</b></li> <li>▪ <b>11/16</b></li> <li>▪ <b>12/21</b></li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Mark calendars with meeting dates through 12/21!</b></li> <li>• <b>9/21 Agenda: Presentation by L. Van der Heide and Lois Berkowitz - Ct BHP Databases</b></li> </ul>

<b>TOPIC</b>	<b>SUMMARY OF DISCUSSION</b>	<b>ACTION(S) REQUIRED DUE DATE(S)</b>