

CMBHS User Teleconference

June 11, 2013

DSHS Staff Introductions

- Chris Meengs, Jackie Webster, Kevin Davis, Garry Garcia, Brenda Briseno, Valarie Shown, Richard Greene, Vanessa Crawford, Wendy Cook

Announcements & Updates

- **Chris – Project (Currently in Development)**
 - We continue to work on batch testing of CANS and ANSA with our mental health providers in advance of the deployment that begins the last week of August.
- **Jackie – Production (CMBHS Currently in Use)**
 - We have had no significant updates to the system since the last call.

Q&A/Open Discussion

Nick

Cenikor, Waco

Regarding the DSM V, how will this change things in CMBHS and when should we expect to see these changes?

- **Kevin:** The *DSM-5* will not be available any time in the near future. Adopting the *DSM-5* is not a DSHS or a CMBHS decision; this will be a statewide decision made by HHSC. Analysis of the *DSM-5* will take some time. Continue to use CMBHS as it functions now to document diagnoses.

Female Caller

Brazos Place

CMBHS is running extremely slow for us. Is it because of the mental health information going into the system?

- **Chris:** We're addressing system performance, but we haven't gotten any news from the help desk that we're having performance issues
- **Caller:** *Glenn Richardson said that the system is running extremely slow, it took almost 4 minutes to switch screens and then came up with a page error.*
 - **Garry:** Are you talking about intermittent slowness?
- **Caller:** *It's been consistent within the last week. Today is the first day I got the error page.*
 - **Garry:** This is actually on one of the tickets, a top priority ticket, so we're looking at resolving this now.
 - **Kevin:** As Chris said a moment ago, I haven't heard that's been a problem recently. I know that you have plenty on your plates and you don't have time to call us whenever something happens, but the slowness that you're reporting is difficult for us to diagnose because we don't find out about it when it's happening – we can't easily diagnose it unless we can get into the system to see

it *while* it's happening. If you are at all able to call when it happens that would help us diagnose the problem more quickly. We want to fix this but unless we know when it's happening and can see what's going on at that moment, it's difficult.

Jim Krebs

Gulf Coast Center

Are there any new developments or progress on the assessment dates and admit dates not coinciding? Not being able to close-complete because it says the assessment date is prior to the admit date...

- **Kevin:** We had a meeting to discuss that this morning. It's a top priority but it hasn't been fixed yet.
- **Jim:** *It's not something that happens all the time, it's definitely intermittent. A CI does it and puts it in ready for review and I go back to close-complete and it won't let me, the assessment should be done before the admission. I have to change the assessment date in some cases to get it close-complete and put the actual original assessment date in the notes because otherwise we can't close out the record.*
 - **Kevin:** I can just assure you that we're continuing to meet about that. Our systems analyst is asking for a specific example. Can Garry call you?
- **Jim:** *He can call, but I don't know a specific case number since I don't carry the caseload, I'd have to go in and start looking to find one. It might be better for me to find a file with an issue and call you.*
 - **Kevin:** We'll find it and call you.
- **Jim:** *Here is one: KB 6888.*
 - **Kevin:** Thanks.

Marsha

Gainesville State School

We're having the close-complete problem here as well.

- **Brenda:** I'll try to contact the supervisor there today to discuss this.

Kevin: Last month I got a couple of requests for specific reports, outcome measures that you can pull up in CMBHS – it's a fairly complex report but it's being worked on. The other one was a report to let you know when treatment plan or assessments were due. This was, as predicted, a challenging one to create because when you're treating an outpatient it's the number of treatment days that have elapsed. Inpatient days are easy to track, but outpatient treatment is more difficult. We will probably have the program measures report available sooner than that one.

Jim Krebs

Gulf Coast Center

Last time there was some discussion that there may be a print record function – or a cluster of notes –

- **Kevin:** I believe there is a report already that will let you do that. Brenda?

- **Brenda:** It's the management report – progress notes, psychoeducational notes, it's by location, by counselor. Give us a call afterward I can direct you to it.

Access Instructions: Progress Notes and Psychoeducational Note

1. Under top tab in CMBHS → Data
 2. Data → Reports
 3. Reports → CMBHS Client Reports
 4. CMBHS Client Reports → Progress Notes and Psychoeducational Note Detail
- This report will open in another window.

From this window, on the left side:

1. Enter Service Date Start
2. Enter Service Date End
3. Run

Kevin: The report function is still being fleshed out, and we are willing to include all kinds of reports. It's a more versatile function than it was in BHIPS. New reports are being added every day. It wasn't very reliable right after we first deployed, but now it is much more reliable and we have improved them.

Brenda: If you haven't visited the reports area lately, please do – the data and information in there should be accurate to the date. Please give us a call if you have any trouble.

Linda

Brazos Place

I want the outcome measures report that we used to have for BHIPS; this is a big thing for our funding sources. I know QM has access to that because they come back with different information...

- **Kevin:** I don't know if you heard me a few minutes ago but I mentioned earlier that we are in fact working on this right now and hope to have it available soon. The treatment plan due date and assessment plan due date for outpatients is more difficult but we're working on both of the requests from last call.

Larry

Lakes Regional

On the issue of IE 9 vs. IE 10 – they are doing an automatic update at Microsoft, pushing the new version out to users, so I am wondering when IE 10 will be supported.

- **Chris:** Support for IE 10 won't come until after the MH deployment in August. Until then you'll have to uninstall 10 and go back to 9. We're aware that it's an issue, Brenda tells us every day, but we just don't have the bandwidth right now to focus on this and won't until after MH is deployed.

Vicki Cary

I have two items. First: Sometimes CMBHS will just stop when I try to close-complete something. If I refresh it creates a duplicate – two screenings, two assessments, and so on. Second: If we have the authority to close something out like an administrative note and then realize that we’ve made a mistake can we go back in and correct it? Or why can’t we go back in and correct it instead of having to make a second administrative note?

- **Chris:** The first item is a performance issue that we’re addressing. I’ll let someone else speak to the second issue.
- **Brenda:** For the duplicates, I would put an administrative note that you refreshed the screen and it created a copy unless it’s a billable item, in that case you’d need to go in and mark one copy of the billable item as unbillable so that you’re not billing for the duplicate document.
- **Vicki:** *What about the other question that I had about being able to open something that we’ve closed, finding our own mistake?*
 - **Kevin:** It depends upon which one, I think we do have the ability to delete administrative notes, the security administrator can delete administrative notes but not progress notes.
 - **Brenda:** What document were you wanting to edit?
- **Vicki:** *Just times when I’ve closed something and made a mistake. I can’t go back and fix my own mistake.*
 - **Brenda:** For administrative notes, contact your Security Administrator and they will delete. Other documentation, our usual advice would be to just put in an admin note on why that document is now duplicated and corrected in the system.

Nancy Hays

Center for Alcohol and Drugs, Houston

Another IE 10 question: What kind of timeframe after MH deployment are we looking at?

- **Chris:** I imagine that after MH deployment we’ll be spending a good two months on production support, so it will be some time after that. Right now, I can’t give you a timeline or estimate.
- **Nancy:** *I know you’ve probably mentioned this but when is MH deployment?*
 - **Chris:** We start the last week of August and will finish the first week of September.

Call ended at 10:35 AM

*The August 2013 Teleconference will take place on Tuesday, August 11, 2013 beginning at 10 AM Central. **There will be no teleconference in July.** Please join the call promptly as some calls are brief. Information about the call, including tips for callers, may be found at <http://www.dshs.state.tx.us/cmbhs/teleconferences.shtm>. Please direct any general questions to cmbhs@dshs.state.tx.us. For current users with specific, technical questions or issues to report, please call the CMBHS Help Line at 1-866-806-7806. The Help Line is staffed Monday through Friday from 8 AM - 5 PM Central. Please note that the Help Line is closed after hours and on holidays. Should you encounter problems after hours or on a holiday, your call to the Help Line will be routed to a pager. Please enter your number and your call will be returned as soon as possible on the next business day.*