

North Carolina – Treatment Outcomes and Program Performance System
(NC-TOPPS)

April 28, 2009 Advisory Committee Meeting Minutes

Attendees

Member/Representatives:

Bill Rankin	PBH (By Telephone)
Andy Smitley	Sandhills (By Telephone)
Diocles Wells	Southeastern Center for Mental Health, Developmental Disabilities, & Substance Abuse

Guests:

Shirley Bennett	East Carolina Behavioral Health LME (By Telephone)
John Bigger	Southern Regional Area Health Education Center, NC Evidence-Based Center (By Telephone)
Leatte Black	Eastpointe LME
Rose-Ann Brynda	Cumberland LME (By Telephone)
Tammy Bonas	Wake County LME (By Telephone)
Pamela Brantley	Five County Mental Health Authority (By Telephone)
Becky Brice	Beacon Center
Dean Byrum	East Carolina Behavioral Health LME (By Telephone)
April Chambers	Cumberland County Mental Health Center (By Telephone)
John Coble	CenterPoint (By Telephone)
Paula Cox	Mecklenburg County LME (By Telephone)
Sherri Green	UNC-CH, SHEPS (By Telephone)
Susan Massey	East Carolina Behavioral Health LME (By Telephone)
Paula Mauney	Southeastern Regional Mental Health, Developmental Disabilities and Substance Abuse Services (By Telephone)
Anna North	Eastpointe LME
Tammy Powers	Southeastern Regional Mental Health, Developmental Disabilities and Substance Abuse Services (By Telephone)
Terri Silver	Beacon Center (By Telephone)
Jay Taylor	Pathways LME

Staff:

Becky Ebron	Quality Management, North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services (NC DMHDDSAS) (By Telephone)
Jaclyn Johnson	North Carolina State University's Center for Urban Affairs and Community Services (NCSU CUACS)
Kathryn Long	NCSU CUACS
Marge Cawley	National Development and Research Institutes, Inc. (NDRI)
Gail Craddock	NDRI

Meeting Convened at 4:30 p.m. with Self Introductions

- ❖ Cawley began the meeting by thanking FARO for aiding us in having this NC-TOPPS meeting. She specifically thanked Jay Taylor, Cathy Macemore, and Anna North for all their help. She then thanked ECBHLM staff, Dean Byrum, Kim Keehn and Bryan Allen, for providing the conference call line and helping to set-up.

July 24, 2008 Meeting Minutes Approved

Development of Useful Tool Workgroup Products – M. Cawley, B. Ebron, J. Johnson & K. Long

- ❖ Cawley recognized and thanked the Workgroup Members – Tammy Bonas, JT Cardwell, Sherri Green, Ann

NC-TOPPS April 28, 2009 Advisory Committee Meeting Minutes

Paquette, Andy Smitley, Dellyne Samuel and NC-TOPPS staff for their productive work. It was a great group, contributing useful ideas, insight and feedback.

- ❖ Dashboard Update. Cawley quickly walked through the handout displaying the additions being made to the Dashboard. These items will be added as soon as CUACS is able to update the online Outcomes at a Glance Dashboard. NC-TOPPS contacts will be notified when the dashboard additions are implemented. Advisory Meeting participants shared positive feedback noting that the Dashboard is consumable and understandable.
- ❖ Individual Report. The Individual Report began implementation the week of April 13. Based on feedback received that week, the dates when the Interviews are submitted are now displayed in the report. Ebron asked LMEs to train providers about this report and how it can be shared and used with consumers. LME Super users should have access to this report.
- ❖ Super user Online Administrative Tool Enhancements. Johnson summarized the Super user new tools that have been implemented and what are currently being developed. The List of Clinician Login IDs that includes provider information and the last login date is available now for LME Super users. Enhancements in progress include an All Interviews Query that provides the Super user with a list by provider and clinician of every type of interview a consumer has had; this would include Episode Completions. Another query is the Open Active Consumers list. This query will provide by provider and clinician every consumer that is still active. If a consumer has completed an Episode Completion Interview, then she/he is not included in this query.
- ❖ Recovery Follow-up Interview. Cawley asked participants to look at the copy of the latest draft of this Interview. This Interview was developed at the request of users to aid them in gathering aftercare follow-up data from consumers. Most accreditation organizations want treatment providers to have some process in place to capture such information. Cawley thanked JT Cardwell, Partnership for a Drug-free NC, for his feedback and input. Cardwell provided information showing where each item would fit within CARF outcome domains. This Interview will be voluntary. Providers who want to use it may. The link for the Interview will be on the main menu next to the others. No reports will be provided for those who do use it, but we anticipate that the user can download their data into Excel for them to analyze. Cawley asked participants to review within their organizations and to share with their providers. She asked that all feedback be directed to her at cawley@ndri-nc.org. At the moment we are aiming for implementation in the fall.
- ❖ Information Gathered and Where to Find in Reports. Cawley explained the intent and contents of the two spreadsheets in the NC-TOPPS Item Groupings Adult Example workbook. The Items Gathered Adult spreadsheet displays the items that are in the Initial, Update and Episode Completion Interviews. The Report Location sheet shows if and where the data from the items are displayed in the standard template reports. These informational spreadsheets will be available for interested parties for each age/disability in the fall.

SFY 2010 Modifications to Interviews and Guidelines – Cawley, Ebron, Johnson & Long

- ❖ Presently no major modifications are planned to the NC-TOPPS Interviews; that is, no items will be added or dropped.
- ❖ Johnson shared that on July 1, 2009 consumer records for all new consumers will need to be 6 digits.
 - In preparation for this move, the Center for Urban Affairs has sent to each LME a list with consumer record numbers larger than 6 digits to work with them to correct these consumer IDs.
- ❖ Additionally, on July 1, 2009 the Interview will require the first 3 letters of a consumer's last name and his/her first initial. Females will use their maiden name. The rules regarding how to complete will match those for the CDW. We are adding this item to aid LMEs in tracking consumers between NC-TOPPS and CDW. This information will not be included on the NC-TOPPS Confirm Report or Individual Report.
- ❖ The SFY 2010 Guidelines that will be effective on July 1, 2009 will be modified to reflect policy changes and improve wording based on input received from users. It is anticipated that the SFY 2010 Guidelines will be published late June.

Discussion of Changes Made in SFY 2009 and for SFY 2010

- ❖ Actions implemented during this fiscal year include:
 - the policy that the approximately 20 required Interview items must be completed before the Interview is

NC-TOPPS April 28, 2009 Advisory Committee Meeting Minutes

- accepted for submission into the database;
- the blocking of a clinician's login if they have not logged in within the past 45 days; and
- the Center for Urban Affairs supplying to each LME a list of providers for whom NC-TOPPS have been submitted. LMEs need to review: correcting names and addresses, and deleting and adding to the list as appropriate. An updated list will be supplied quarterly to LMEs for their review and input.
- ❖ Starting on July 1, 2009
 - All provider agencies will be required to have a Super user.
 - All new providers must be verified by LME.
 - All consumer IDs will be 6-digits in length.
 - Consumers first 3 letters of last name and first letter of first name will be asked for. (See above for more detail.)
- ❖ Additionally, Johnson described the planned security policy and process changes for the coming fiscal year starting July 1, 2009.
 - Due to emphasis on security for the system and to meet all State IT security regulations, a new login process is being planned. It will be completely automated, allowing a user to set-up own login and requiring it to be changed every 90 days. Security questions will be used similar to what one is used to with credit cards and other online businesses. The Center for Urban Affairs is brainstorming on what all needs to be done and how to do set-up. Please send feedback to Jaclyn_Johnson@ncsu.edu.

Future Advisory Meetings Discussion and Monthly Conference Calls

- ❖ Participants indicated that they liked the monthly conference calls and suggest that we continue with them.
- ❖ Cawley shared that due to budget constraints Advisory Meetings in the next fiscal year will most likely be cancelled. However, the Division would like to maintain the Advisory Committee and plan to have regular meetings when we once again are able. Meanwhile, as opportunity arises, we will attempt to convene an Advisory Meeting like we have done here today with FARO or at other provider and/or LME attended conferences.
- ❖ Cawley discussed that through the Advisory Meeting we have been able to have contact with some providers. We would like to find a way to expand our contact with more providers. It was suggested and positively received that once a quarter LMEs could invite providers to participate in the monthly LME conference calls. The management team will discuss this idea and most likely implement next fiscal year. Consumers could be invited as well.
- ❖ It was also suggested to look into webinar and other internet technologies that could aid and enhance our conference call meetings.

Other

- ❖ Participants expressed the need for the Initial Compliance Report as a tool for monitoring providers, but they do not want it used as a compliance measure. Ebron shared that due to the problems with the report the Division has established a several months moratorium on running the report.
- ❖ A few participants discussed the need to get beyond focusing on compliance and get to monitoring how consumers are doing with the treatment being provided. They recognized we are closer to this point and are excited to continue in this direction.

Wrap Up and Adjournment

- ❖ Meeting adjourned at 6:00 pm.

Please contact Marge Cawley at cawley@ndri-nc.org for a copy of meeting handouts.