WEBVTT

1 "Tricia Parker" (588226816)
00:00:01.705 --> 00:00:09.535
My name is Tricia Parker, and I am the divisions health and wellness
coordinator assisting me today with this presentation is Leslie to grow.

2 "Tricia Parker" (588226816)
00:00:09.895 --> 00:00:24.475
Leslie, is the clinical coordinator lead for the division Leslie, and I
are representing the clinical operations team. The intent of today's
webinar is to discuss identified common struggles with completing the
screening.

3 "Tricia Parker" (588226816)
00:00:25.345 --> 00:00:32.485
Um, the help for screening tool, today's webinar focuses on screening and
getting stuck in disagreement status.

4 "Tricia Parker" (588226816)
00:00:32.844 --> 00:00:46.375
That prevents raiders and reviewers from moving to the next stage of the
health risk screening tool process at the end of this presentation. If
time permitted, we will have a. Q, and a session, we will be monitoring
the chat.

5 "Tricia Parker" (588226816)
00:00:46.375 --> 00:00:50.905
So please drop any questions in the chat at any time during the
presentation.

6 "Tricia Parker" (588226816)
00:00:51.390 --> 00:00:56.490
We will address those chat questions during the Q and a session.

7 "Tricia Parker" (588226816)
00:00:57.805 --> 00:01:09.055
Today's webinar is only an hour long, so if we don't get to all the
questions we will post a Q and a document with the recorded webinar on
the divisions webpage at the conclusion of this webinar,

8 "Tricia Parker" (588226816)
00:01:09.475 --> 00:01:14.845
There'll be a short survey and we want courage you to complete the
survey, so the clinical operations team.

9 "Tricia Parker" (588226816)
00:01:15.150 --> 00:01:20.100
Can provide continued support as we move through the process.

10 "Tricia Parker" (588226816)
00:01:20.100 --> 00:01:26.070
So, we'll move on to the next slide, um, today's topics, um.

11 "Tricia Parker" (588226816)
00:01:27.480 --> 00:01:31.350
Again, thank you for joining today. Um.

12 "Tricia Parker" (588226816)
00:01:31.350 --> 00:01:45.360
So it is today's webinar is intended for current raters and current
reviewers. The clinical operations team has identified areas within the
process where raiders and reviews are struggling.

13 "Tricia Parker" (588226816)
00:01:45.360 --> 00:01:53.370
The focus areas will be getting stuck in the disagreement status of the
rating and timely completion of the health risk support plans.

14 "Tricia Parker" (588226816)
00:01:53.370 --> 00:02:01.260
The topics today will cover phase 1, which is where we are currently at,
with implementation of.

15 "Tricia Parker" (588226816)
00:02:01.260 --> 00:02:07.110
We will review the process document and the, and the highlight there.

16 "Tricia Parker" (588226816)
00:02:07.110 --> 00:02:11.850
Will be timelines steps in the process and the health support plans.

17 "Tricia Parker" (588226816)
00:02:11.850 --> 00:02:17.550
Our final topic of discussion will be resources available to both Raider
and reviewer.

18 "Tricia Parker" (588226816)
00:02:17.550 --> 00:02:23.430
And, um, any upcoming lines of efforts and training development.

19 "Tricia Parker" (588226816)
00:02:23.430 --> 00:02:26.550
Um, next slide please.

20 "Tricia Parker" (588226816)
00:02:28.770 --> 00:02:34.825
So, implementation currently, we are in phase 1 of with implementation
phase 1,

21 "Tricia Parker" (588226816)
00:02:34.825 --> 00:02:46.195
allows for providers to come on board voluntarily phase 1 also allows for
data analysis and provide our feedback to determine any changes or
enhancements that may be needed, going forward.

22 "Tricia Parker" (588226816)
00:02:46.470 --> 00:02:53.670

Um, projected timeline for statewide implementation phase. 2 is may 2023.

23 "Tricia Parker" (588226816)
00:02:53.670 --> 00:03:04.620
By May of 2024, all individuals receiving labor services should have at least 1. H. R. S. T screening completed next slide. Please.

24 "Tricia Parker" (588226816)
00:03:07.710 --> 00:03:13.620
Okay, so the health risk screening tool process document.

25 "Tricia Parker" (588226816)
00:03:13.620 --> 00:03:19.945
The health risk screening tool is a tool use to provide early detection of health risk and destabilization.

26 "Tricia Parker" (588226816)
00:03:20.365 --> 00:03:31.165
The Missouri, health risk project, health screening tool project has also designed standardized electronic health risk, support plan templates in the electability system,

27 "Tricia Parker" (588226816)
00:03:31.585 --> 00:03:41.995
which will support the team with identification of implementation strategies to mitigate risk and improve health outcomes. The completion.

28 "Tricia Parker" (588226816)
00:03:42.360 --> 00:03:56.605
Um, of the health risk screening tool, and any applicable health risk support plans will align with the individual's annual individualized support plan meeting the ISP meeting.

29 "Tricia Parker" (588226816)
00:03:57.385 --> 00:03:59.995
There is a link on this slide. Um.

30 "Tricia Parker" (588226816)
00:04:00.330 --> 00:04:05.250
For the health risk process document overview.

31 "Tricia Parker" (588226816)
00:04:05.250 --> 00:04:08.430
Next slide please.

32 "Tricia Parker" (588226816)
00:04:14.220 --> 00:04:19.350
Okay, sorry I had to, um, my last replaced my notes.

33 "Tricia Parker" (588226816)
00:04:19.350 --> 00:04:25.140
Um, okay, so screening and rating, um, the.

34 "Tricia Parker" (588226816)

00:04:26.999 --> 00:04:30.029
My screen just went like, I apologize guys.

35 "Tricia Parker" (588226816)
00:04:31.409 --> 00:04:46.169
Okay, um, so this slide describes who gets screened, and when the health
risk support, um, the is updated at least annually as a component of the
ISP review process.

36 "Tricia Parker" (588226816)
00:04:50.369 --> 00:04:57.474
Um, so, at least annually at the time of the ISP planning month, and
before the ISP implementation date,

37 "Tricia Parker" (588226816)
00:04:57.984 --> 00:05:11.754
the process also requires that the be updated throughout the year when
changes and status are identified that may change any of the 22 rating
items scores. scores

38 "Tricia Parker" (588226816)
00:05:12.419 --> 00:05:16.379
When changes in how status are identified um.

39 "Tricia Parker" (588226816)
00:05:16.379 --> 00:05:26.369
The assigned rater within 7 business days will update the applicable
rating items for which the change in health status applies.

40 "Tricia Parker" (588226816)
00:05:26.369 --> 00:05:30.329
Examples include the.

41 "Tricia Parker" (588226816)
00:05:30.329 --> 00:05:43.589
Are not limited to hospitalizations emergency room critical care visits.
Behavioral changes are unusual changes in routine communication by the
person of changes in how they feel.

42 "Tricia Parker" (588226816)
00:05:43.589 --> 00:05:50.429
Any event through any event that to signal a health event and injuries.

43 "Tricia Parker" (588226816)
00:05:50.429 --> 00:05:54.089
But do you want to know that medications and diagnosis.

44 "Tricia Parker" (588226816)
00:05:54.089 --> 00:05:59.189
Are to be updated within the HR system at least annually. I am.

45 "Tricia Parker" (588226816)
00:05:59.189 --> 00:06:03.389
At least monthly I'm sorry or at time of discovery.

46 "Tricia Parker" (588226816)
00:06:03.389 --> 00:06:14.994
This includes short term, short term medication, such as antibiotics.
Remember that ongoing monitoring and planning are key components of
health risk, mitigation and health stabilization.

47 "Tricia Parker" (588226816)
00:06:15.414 --> 00:06:27.534
And it's the responsibility of the assigned rater to ensure compliance as
it relates to updating the for the annual update or as needed due to
health or behavioral related changes.

48 "Tricia Parker" (588226816)
00:06:27.779 --> 00:06:32.579
Next slide please clinical review.

49 "Tricia Parker" (588226816)
00:06:32.579 --> 00:06:39.989
This slide display describes the clinical review process after a
screening has been completed by the radio.

50 "Tricia Parker" (588226816)
00:06:39.989 --> 00:06:50.334
It describes who completes the clinical review, the purpose of the
clinical review criteria for our clinical review and designated timelines
for the clinical reviewer.

51 "Tricia Parker" (588226816)
00:06:50.754 --> 00:06:55.794
It is important that the rater understands the role of the clinical
reviewer and vice versa.

52 "Tricia Parker" (588226816)
00:06:57.294 --> 00:07:07.344
The clinical review, excuse me is completed by the assigned regional
office RN when the individual has a healthcare level of 3 or higher,

53 "Tricia Parker" (588226816)
00:07:08.064 --> 00:07:14.244
and is to be completed within 14 business days of an initial screening or
re, screening or update.

54 "Tricia Parker" (588226816)
00:07:14.579 --> 00:07:24.959
The clinical reviewers role is to evaluate validity of this screening and
associated healthcare level. It is a component of quality monitoring.

55 "Tricia Parker" (588226816)
00:07:24.959 --> 00:07:31.139
The clinical reviewer is also charged with quality checks on those
screenings with the health care level.

56 "Tricia Parker" (588226816)

00:07:31.139 --> 00:07:38.969
Of 0, to 2, the clinical reviewer will be conducting quality monitoring reviews randomly for those individuals.

57 "Tricia Parker" (588226816)
00:07:38.969 --> 00:07:45.929
With a healthcare level below 3. so this is a fundamental basic clinical review.

58 "Tricia Parker" (588226816)
00:07:45.929 --> 00:07:55.469
When the individual has a health care level of 4 or higher, or throughout the ISP, the individual has an increase from their previous health care level free or higher.

59 "Tricia Parker" (588226816)
00:07:55.884 --> 00:08:05.064
By 1, health care level, then in addition to doing the base quality monitoring review, the clinical reviewer will complete and expanded clinical review.

60 "Tricia Parker" (588226816)
00:08:05.814 --> 00:08:18.414
This is the review where they will be looking at other monitoring systems and documentation such as the event reporting management system, medical claims data.

61 "Tricia Parker" (588226816)
00:08:18.749 --> 00:08:22.379
Our monthly health, summaries, et cetera.

62 "Tricia Parker" (588226816)
00:08:22.379 --> 00:08:31.649
However, if the screening is not in agreement status, and the associated healthcare support plans are not completed.

63 "Tricia Parker" (588226816)
00:08:31.649 --> 00:08:37.409
Um, then this prevents the clinical reviewer from completing the expanded clinical review.

64 "Tricia Parker" (588226816)
00:08:37.409 --> 00:08:42.359
Healthcare support plans in that process will be described on the next.

65 "Tricia Parker" (588226816)
00:08:44.969 --> 00:08:49.979
Okay, so this slide health support plans. This slide describes the purpose.

66 "Tricia Parker" (588226816)
00:08:49.979 --> 00:08:55.439
Criteria for completing a health for a support plan and the timeline for completion.

67 "Tricia Parker" (588226816)
00:08:55.439 --> 00:09:06.149
The health support plans are utilized by the reader to direct their
monthly nursing oversight to improve overall health outcomes and mitigate
health risk for the individual.

68 "Tricia Parker" (588226816)
00:09:06.149 --> 00:09:14.849
The completed health for support plan will serve as an attached component
of the healthy living living section of the ISP.

69 "Tricia Parker" (588226816)
00:09:14.849 --> 00:09:25.739
And are to be utilized as an educational resource for inter, disciplinary
team members, providing direct supports and services to the individual.

70 "Tricia Parker" (588226816)
00:09:25.739 --> 00:09:35.729
The health risk, support plan, templates have been designed to align with
the 5 categories of they have for screening tool.

71 "Tricia Parker" (588226816)
00:09:35.729 --> 00:09:40.529
Our plans are to be completed for any rating category.

72 "Tricia Parker" (588226816)
00:09:40.529 --> 00:09:44.399
With a rating item under those categories.

73 "Tricia Parker" (588226816)
00:09:44.399 --> 00:09:54.959
They have a score of 3 or higher health risk support plans are to be
completed. Once the screening has reached fully rated status, fully rated
status.

74 "Tricia Parker" (588226816)
00:09:54.959 --> 00:10:00.659
Is reached when the health risk support, I mean, the is completed.

75 "Tricia Parker" (588226816)
00:10:00.659 --> 00:10:06.599
By the team for health care levels of 0 through 2 and or once the.

76 "Tricia Parker" (588226816)
00:10:06.599 --> 00:10:10.469
Um, T, clinical reviewer has refused.

77 "Tricia Parker" (588226816)
00:10:10.469 --> 00:10:15.539
And agrees with the completed screen for those that meet the criteria for
a clinical review.

78 "Tricia Parker" (588226816)

00:10:15.539 --> 00:10:18.689
As a reminder that, um.

79 "Tricia Parker" (588226816)
00:10:20.754 --> 00:10:34.703
And health support plans will need to be completed by the ISP
implementation date because the healthcare support plans will be attached
to the ISP as a component of the healthy living section.

80 "Tricia Parker" (588226816)
00:10:35.819 --> 00:10:49.289
Next slide please so getting stuck, getting stuck in disagreement status
through data. Now, as we have discovered that ratings are often getting
stuck in disagreement status for extended periods of time.

81 "Tricia Parker" (588226816)
00:10:49.289 --> 00:10:57.779
This prevents, um, the writer from completing the next step of the
process, which is the.

82 "Tricia Parker" (588226816)
00:10:57.779 --> 00:11:08.579
The role of the clinical reviewer is to evaluate the validity of the
screening and associated health care level. It is a component of quality
monitoring.

83 "Tricia Parker" (588226816)
00:11:08.934 --> 00:11:14.934
When completing the rating please keep in mind that you should be
providing enough detail to support the rating item.

84 "Tricia Parker" (588226816)
00:11:15.684 --> 00:11:27.804
If the clinical reviewer can't make a reasonable conclusion that the
rating item is correct then they have the responsibility to ask for
clarification or additional information. This is known as a disagreement.

85 "Tricia Parker" (588226816)
00:11:28.169 --> 00:11:35.939
Is not a statement to say that they know more or have more information
about the individual than the reader.

86 "Tricia Parker" (588226816)
00:11:35.939 --> 00:11:42.689
It is a statement saying that the rater has not provided enough
information where the reviewer can agree with the rating.

87 "Tricia Parker" (588226816)
00:11:42.689 --> 00:11:49.349
Throughout this process, and through talking with those providers that
have been on boarding.

88 "Tricia Parker" (588226816)
00:11:49.349 --> 00:11:54.569

In phase 1, um, it has been verbalized, um.

89 "Tricia Parker" (588226816)
00:11:55.344 --> 00:12:02.244
By Raiders that they don't understand the disagreements since the raiders
know the person, the best.

90 "Tricia Parker" (588226816)
00:12:02.633 --> 00:12:16.374
This is a true statement, but it is also the supporting argument for why
a reviewer may not be able to confirm that the rating ID rating item is
correct. So, when completing a rating, please complete.

91 "Tricia Parker" (588226816)
00:12:16.679 --> 00:12:21.029
With the idea that the reviewer does not know the individual, like, you.

92 "Tricia Parker" (588226816)
00:12:21.029 --> 00:12:26.909
And provide comments to each rating item that paints a picture and
support your rating score.

93 "Tricia Parker" (588226816)
00:12:28.109 --> 00:12:33.959
Slide please when looking at the data with our partners from
electability.

94 "Tricia Parker" (588226816)
00:12:33.959 --> 00:12:41.064
We identified items that were frequently noted to have disagreements and
or errors on the rating and reviewing side.

95 "Tricia Parker" (588226816)
00:12:41.724 --> 00:12:52.914
We won't go over each item here specifically because we are just sharing
what rating rating items are troublesome later. We will share some
resources that are available currently.

96 "Tricia Parker" (588226816)
00:12:53.159 --> 00:12:57.959
That may be helpful in troubleshooting rating items.

97 "Tricia Parker" (588226816)
00:12:57.959 --> 00:13:03.119
Whether it's on this list, or if you're just really just struggling with
the rating item.

98 "Tricia Parker" (588226816)
00:13:03.894 --> 00:13:07.254
Next slide please on this slide,

99 "Tricia Parker" (588226816)
00:13:07.254 --> 00:13:22.224

we will talk about some of the common rater discrepancy or errors made
when rating that have been identified through our data analysis with our
partners from electability rating items were a number of episodes

100 "Tricia Parker" (588226816)
00:13:22.254 --> 00:13:22.974
visits.

101 "Tricia Parker" (588226816)
00:13:23.639 --> 00:13:29.459
Or, to be counted disagreements happen when we don't include those counts
in the comments section.

102 "Tricia Parker" (588226816)
00:13:29.459 --> 00:13:38.339
Are when we provide a range comments should provide an easy way for the
reviewer to tally those rating items that are based on counts.

103 "Tricia Parker" (588226816)
00:13:38.339 --> 00:13:47.129
For example, if a rating item is asking for how many times the person's
day was typically interrupted in the past 12 months.

104 "Tricia Parker" (588226816)
00:13:47.129 --> 00:14:00.089
You could in your comment note um, something like, um, primary care visit
times for neurology times to, er, visit times to diabetic for care times,
12, et cetera.

105 "Tricia Parker" (588226816)
00:14:00.089 --> 00:14:06.269
You could also provide dates and the reviewer could tally based off the
dates provided.

106 "Tricia Parker" (588226816)
00:14:06.269 --> 00:14:10.709
However, unless specifically asked for in the scoring definition.

107 "Tricia Parker" (588226816)
00:14:10.709 --> 00:14:19.889
Then it is not necessary to provide dates, simply try to categorize or
bucket and provide account for the past 12 months.

108 "Tricia Parker" (588226816)
00:14:19.889 --> 00:14:32.784
Another common error raters make when scoring that has been identified is
that emergency visits do not only include, er, visits emergency visits,
include those medical evaluations,

109 "Tricia Parker" (588226816)
00:14:32.784 --> 00:14:36.024
or consults for an acute illness in settings such as.

110 "Tricia Parker" (588226816)

00:14:36.419 --> 00:14:45.299
Ambulatory care clinics, urgent care. Walking clinics are going to any of
those settings because their health care provider was unavailable.

111 "Tricia Parker" (588226816)
00:14:45.299 --> 00:14:55.679
Or a preference was made by the individual to go to those settings versus
the primary care physicians office and sometimes.

112 "Tricia Parker" (588226816)
00:14:55.679 --> 00:15:03.299
You know, we, we have individuals that you like to go to the emergency
room or to the urgent care over their primary care.

113 "Tricia Parker" (588226816)
00:15:03.299 --> 00:15:11.309
Physician's office, because they might like the staff that are there or
something. There's, there's multiple reasons why that may happen.

114 "Tricia Parker" (588226816)
00:15:11.309 --> 00:15:15.479
Finally understanding the differences between items K and, uh.

115 "Tricia Parker" (588226816)
00:15:15.479 --> 00:15:28.409
Item rating item K is related to issues and does not include episodes of
constipation or diarrhea. This gets confusing when we talk about vehicle
actions or ballot instructions.

116 "Tricia Parker" (588226816)
00:15:29.274 --> 00:15:37.074
Which are included in item, fecal impaction and valid obstructions. We
require a more invasive procedure to correct them.

117 "Tricia Parker" (588226816)
00:15:37.074 --> 00:15:44.334
Simple constipation, which would require the person to score a 4 in this
rating item and also rating item.

118 "Tricia Parker" (588226816)
00:15:44.699 --> 00:15:49.709
Oh, and possibly rate rating item.

119 "Tricia Parker" (588226816)
00:15:49.709 --> 00:15:55.739
This item also requires a history recall for GI bleeds.

120 "Tricia Parker" (588226816)
00:15:55.739 --> 00:16:00.269
Which, and we'll always have a score of 3.

121 "Tricia Parker" (588226816)
00:16:00.269 --> 00:16:05.549
Even if no other scoring items apply item, case scores.

122 "Tricia Parker" (588226816)
00:16:05.549 --> 00:16:11.519
We're asking for counts, so common should describe the type of symptom
and account for.

123 "Tricia Parker" (588226816)
00:16:11.519 --> 00:16:22.289
Item K, item oh, is related to constipation and diarrhea about
elimination again the person will score a 4 in item O as well.

124 "Tricia Parker" (588226816)
00:16:22.289 --> 00:16:32.009
For any hospitalizations related to obstruction fecal impaction Valery
section paralytic, alias or history of.

125 "Tricia Parker" (588226816)
00:16:32.009 --> 00:16:43.559
Is important to note that medications and item K. an au differ as well
medications use can control constipation and item O. are not considered
an item. K.

126 "Tricia Parker" (588226816)
00:16:44.909 --> 00:16:59.519
Next slide please so reviewer considerations, it would not be fair to
discuss common radar errors without talking about common reviewer errors
that lead to unnecessary disagreements or incorrect healthcare level
assignment.

127 "Tricia Parker" (588226816)
00:16:59.519 --> 00:17:08.159
Many disagreements happen when reviewers, what more information than what
the reading rating note provides and is what is and.

128 "Tricia Parker" (588226816)
00:17:08.159 --> 00:17:13.229
What is indicated to accurately determine if the score is correct?

129 "Tricia Parker" (588226816)
00:17:13.229 --> 00:17:22.949
Through data analysis with our partners from electability, it was
discovered that reviewers are often disagreeing with an item to ask a,
the rate or a question.

130 "Tricia Parker" (588226816)
00:17:22.949 --> 00:17:30.089
That will not change the score. An example would be asking the rater to
document the outcome of the medical visit.

131 "Tricia Parker" (588226816)
00:17:30.089 --> 00:17:35.129
Or ask for a date of a medical visit, but the score is not dependent on
either.

132 "Tricia Parker" (588226816)
00:17:35.129 --> 00:17:39.959
Another common theme noted is reviewers are disagreeing to ask.

133 "Tricia Parker" (588226816)
00:17:40.284 --> 00:17:48.624
The radar to list the medications in the comment, even when the
medications are listed in the medications tab and the score is correct
according to the reading note,

134 "Tricia Parker" (588226816)
00:17:48.624 --> 00:17:56.364
count on the flip side data analysis also discovered that reviewers are
agreeing with a rating rating item.

135 "Tricia Parker" (588226816)
00:17:56.669 --> 00:18:04.709
Where the comment does not support the score. An example here would be
rater notes for the rater. Would make a note for a range.

136 "Tricia Parker" (588226816)
00:18:04.709 --> 00:18:09.809
When we're needing account, say, like 45 to 70, but.

137 "Tricia Parker" (588226816)
00:18:09.809 --> 00:18:13.769
The, the rating item is actually asking for an actual count.

138 "Tricia Parker" (588226816)
00:18:13.769 --> 00:18:17.129
Um, next slide please.

139 "Tricia Parker" (588226816)
00:18:19.584 --> 00:18:30.264
So, this, this last slide here is about resources now that we've
highlighted some areas where both writers and reviewers can improve the
process flow between writing and reviewing.

140 "Tricia Parker" (588226816)
00:18:30.684 --> 00:18:35.244
I would like to provide some resources that may be helpful when we are
getting stuck.

141 "Tricia Parker" (588226816)
00:18:35.549 --> 00:18:45.359
All of the resources listed on the slide can be found, um, on the
platform either in the knowledge base library under the help tab.

142 "Tricia Parker" (588226816)
00:18:45.359 --> 00:18:56.129
Or your training library, which is the graduation cap located at the top
right hand corner of the screen and Leslie do you have that pulled up.

143 "Leslie DeGroat" (841113088)

00:19:05.879 --> 00:19:10.169
Do you guys see that? Okay. Yeah, so that is the website.

144 "Tricia Parker" (588226816)
00:19:10.169 --> 00:19:13.379
Um, for.

145 "Tricia Parker" (588226816)
00:19:13.379 --> 00:19:19.319
And what I was wanting you to do.

146 "Tricia Parker" (588226816)
00:19:19.319 --> 00:19:23.369
Um, there you go.

147 "Tricia Parker" (588226816)
00:19:30.869 --> 00:19:40.739
Okay, so Leslie has entered the demo site for HRC. The graduation cap is there on the top right? Hand corner.

148 "Tricia Parker" (588226816)
00:19:40.739 --> 00:19:47.159
And that is your training library and then under the help tab and as you can see, she's scrolling through.

149 "Tricia Parker" (588226816)
00:19:47.159 --> 00:19:58.524
There is, um, your assigned courses, and then below your assigned courses will be the ones that you have completed and you can go back and review those at any time.

150 "Tricia Parker" (588226816)
00:19:58.554 --> 00:20:02.184
And we're actually going to revisit this screen here in just a 2nd.

151 "Tricia Parker" (588226816)
00:20:06.719 --> 00:20:12.449
Okay, and then, um, so that's the graduation cap and then if Leslie, if you go under the help tab.

152 "Tricia Parker" (588226816)
00:20:12.449 --> 00:20:25.079
And then if you scroll down to the 3rd, 1 of you knowledge base, that's the knowledge base library where there's documents that you can search for the.

153 "Tricia Parker" (588226816)
00:20:25.079 --> 00:20:29.909
And then they have popular articles there. Um.

154 "Tricia Parker" (588226816)
00:20:29.909 --> 00:20:41.939

So, that's how you get to some of those documents that are available to you, you've got the H R. S. T expanded scoring descriptors, which we'll talk about in just a 2nd.

155 "Tricia Parker" (588226816)
00:20:45.839 --> 00:20:54.779
Okay, so thank you Leslie for pulling that up on screen the process process document um.

156 "Tricia Parker" (588226816)
00:20:54.779 --> 00:20:58.559
There the expanded scoring descriptors.

157 "Tricia Parker" (588226816)
00:21:02.909 --> 00:21:08.009
And so the process document, which is on the located on the.

158 "Tricia Parker" (588226816)
00:21:08.009 --> 00:21:11.789
Um, web page.

159 "Tricia Parker" (588226816)
00:21:11.789 --> 00:21:20.639
That's rich with information it provides the healthcare screening to a purpose description. The why?

160 "Tricia Parker" (588226816)
00:21:20.639 --> 00:21:26.729
The role description for all parties involved in the process process, flow and timelines.

161 "Tricia Parker" (588226816)
00:21:26.729 --> 00:21:38.879
Timelines are important, not just on a compliance level or a process flow level, but are also important for to risk mitigation and destabilization of the individual.

162 "Tricia Parker" (588226816)
00:21:38.879 --> 00:21:49.589
And so although all the resources listed on this slide are helpful. The next 2 are the best resources for rating and reviewing considerations.

163 "Tricia Parker" (588226816)
00:21:49.589 --> 00:21:55.259
Um, and she's still scrolling through the process document.

164 "Tricia Parker" (588226816)
00:21:55.259 --> 00:22:02.129
And so stay right there, Leslie so there are tools you have available.

165 "Tricia Parker" (588226816)
00:22:02.129 --> 00:22:10.529

In addition to the training that you have already received, and you can review. Like I said, those trainings that you've already completed at any time.

166 "Tricia Parker" (588226816)
00:22:10.529 --> 00:22:17.099
The expanded scoring descriptors that Leslie have pulled up earlier.

167 "Tricia Parker" (588226816)
00:22:17.099 --> 00:22:20.159
And I think she'll pull it up here again.

168 "Tricia Parker" (588226816)
00:22:22.019 --> 00:22:34.404
Here we go, um, this is a document that expands on the H T scoring items explanation and you can see it breaks it down into each 1 of those rating items.

169 "Tricia Parker" (588226816)
00:22:34.854 --> 00:22:48.714
So category, 1, functional status that's the rating category. And then it has those, those rating items under each category, and these expanded scoring. Descriptors are really what we.

170 "Tricia Parker" (588226816)
00:22:49.079 --> 00:22:54.419
Recommend when you're doing the writing and doing the reviewing that you have that.

171 "Tricia Parker" (588226816)
00:22:54.419 --> 00:23:05.489
Available, um, but there is a, a trick that I learned just recently, um, when you're in. Um, and can I have you go back to the demo page?

172 "Tricia Parker" (588226816)
00:23:07.229 --> 00:23:18.329
Real quick so, if you, you're not, if you forget to pull this up or you don't have this readily available, can you go ahead and go into your miss risk?

173 "Tricia Parker" (588226816)
00:23:19.649 --> 00:23:22.799
Um, person served yeah.

174 "Tricia Parker" (588226816)
00:23:23.999 --> 00:23:29.129
And so I'm going to have Lesley. This is a fictitious person. Um.

175 "Tricia Parker" (588226816)
00:23:29.129 --> 00:23:32.579
I'm going to go ahead and have Leslie if you pull up miss risk.

176 "Tricia Parker" (588226816)
00:23:35.129 --> 00:23:40.139

And they go to ratings. Okay.

177 "Tricia Parker" (588226816)
00:23:40.139 --> 00:23:43.889
All right, so in the blue box.

178 "Tricia Parker" (588226816)
00:23:43.889 --> 00:23:47.879
If you click on the blue box anywhere in the blue box.

179 "Tricia Parker" (588226816)
00:23:47.879 --> 00:23:52.739
The expanded scoring description descriptors for that rating area.

180 "Tricia Parker" (588226816)
00:23:52.739 --> 00:24:03.599
We'll actually pull up in case you don't have it readily available and
that way you don't have to keep switching back and forth or you don't
have to print anything else.

181 "Tricia Parker" (588226816)
00:24:03.599 --> 00:24:09.839
Out also the highlight, the stuff that's highlighted has further
information as well.

182 "Tricia Parker" (588226816)
00:24:15.569 --> 00:24:19.529
Perfect Thank you. Okay, so.

183 "Tricia Parker" (588226816)
00:24:19.529 --> 00:24:24.269
That was, um, so that that should help you, um.

184 "Tricia Parker" (588226816)
00:24:24.684 --> 00:24:30.684
Guide your scoring process and help shape your comments and what you
should include in your comments.

185 "Tricia Parker" (588226816)
00:24:31.044 --> 00:24:39.804
Um, now previously on slide 9, a list of rating items were raters and
reviewers were commonly struggling was provided.

186 "Tricia Parker" (588226816)
00:24:40.499 --> 00:24:44.939
In your training library, and I'm going to have Leslie go to the training
library.

187 "Tricia Parker" (588226816)
00:24:46.589 --> 00:24:50.009
The graduation cap at the top there you go.

188 "Tricia Parker" (588226816)
00:24:50.009 --> 00:24:54.779

Um, in your training library, there is a, um.

189 "Tricia Parker" (588226816)
00:24:54.779 --> 00:25:00.899
On the title, the thing that we're looking for here is the online Raider training.

190 "Tricia Parker" (588226816)
00:25:00.899 --> 00:25:13.889
There is also 1 titled rater training that's available to you for review at any time. But the online rater training is the 1. I want to talk about.

191 "Tricia Parker" (588226816)
00:25:13.889 --> 00:25:19.889
For when a rater or reviewer is struggling with a particular rating item and it.

192 "Tricia Parker" (588226816)
00:25:19.889 --> 00:25:22.919
Do you have the modules there?

193 "Tricia Parker" (588226816)
00:25:25.379 --> 00:25:31.049
Um, yeah, there you go. Okay, so this 1, I really like this 1. um.

194 "Tricia Parker" (588226816)
00:25:31.049 --> 00:25:43.169
Because it does break down each of those 22 rating rating items. If you notice, um, you've got a module here and most of them are about, um.

195 "Tricia Parker" (588226816)
00:25:43.169 --> 00:25:52.739
A minute, you know, at least a minute long. The longest 1, I think is item queue, which is 8 minutes, but they're a video module.

196 "Tricia Parker" (588226816)
00:25:52.739 --> 00:26:05.399
That follows a certain path, and it's something that you can refer to when you're kind of struggling with a rating item or disagreement and you can go back and review and see if there's anything that you're missing.

197 "Tricia Parker" (588226816)
00:26:05.399 --> 00:26:13.919
Um, and each 1 of these modules for these 22 rating items follows the same kind of learning pathway. Each model describes.

198 "Tricia Parker" (588226816)
00:26:13.919 --> 00:26:23.219
What the rating item is, the importance of the rating item it also depicts a scoring explanation box related to the item.

199 "Tricia Parker" (588226816)
00:26:23.634 --> 00:26:35.634

Um, this is troubleshooting for each rating item and my personal favorite, how to add comments for each rating item. So this describes things that should be included in each rating. I didn't comment.

200 "Tricia Parker" (588226816)
00:26:35.634 --> 00:26:39.233
So the reviewer can essentially agree with the rating items score.

201 "Tricia Parker" (588226816)
00:26:41.339 --> 00:26:48.689
And, like I said, they're not very lengthy. The lengthy is 1, was about what 8 minutes and that was item. Q.

202 "Tricia Parker" (588226816)
00:26:48.689 --> 00:26:58.524
I think so all these are wonderful tools for the radar to utilize 1 rating.

203 "Tricia Parker" (588226816)
00:26:58.524 --> 00:27:07.014
Reviewers are strongly encouraged to use these tools when reviewing and providing feedback on disagreements um, another, um.

204 "Tricia Parker" (588226816)
00:27:07.319 --> 00:27:15.269
Resource that I'd like to talk about is it's called a Missouri Raiders guide to responding to clinical reviews.

205 "Tricia Parker" (588226816)
00:27:15.269 --> 00:27:29.009
It's approximately about a 6 minute video describing the process for responding to a clinical review. This is specific to raters. So when you're in that disagreement status, you may want to check this out as well.

206 "Tricia Parker" (588226816)
00:27:29.009 --> 00:27:40.769
There's, there's also, like I said, that's a 6 minute video. Um, the rating checklist. It's a simple document. I believe.

207 "Tricia Parker" (588226816)
00:27:40.769 --> 00:27:43.829
So, you could find that in your get there. It is.

208 "Tricia Parker" (588226816)
00:27:43.829 --> 00:27:53.879
You may want to utilize that in preparation for completing the screening. Um, this is specific to raters and won't be utilized by the clinical reviewers.

209 "Tricia Parker" (588226816)
00:27:53.879 --> 00:27:56.939
Um, there is lots of the protocol.

210 "Tricia Parker" (588226816)
00:27:56.939 --> 00:28:11.789
For completing, and she's just showing the document so I'll, I'll give
her time to catch up. There's also, um, the protocol for completing a
clinical review of the health screening tool.

211 "Tricia Parker" (588226816)
00:28:13.139 --> 00:28:26.789
Um, it describes the clinical review process and provide some helpful
tips for troubleshooting medication purposes that may affect the score.
This is a good document for both the rater and the reviewer to review for
a perspective.

212 "Tricia Parker" (588226816)
00:28:26.789 --> 00:28:31.289
And finally, the last resource I want to share today is.

213 "Tricia Parker" (588226816)
00:28:31.289 --> 00:28:34.829
And let's see if I can't drop this in chat.

214 "Tricia Parker" (588226816)
00:28:34.829 --> 00:28:38.069
Is the, um.

215 "Tricia Parker" (588226816)
00:28:40.289 --> 00:28:45.029
Clinical assist, um, through the platform.

216 "Tricia Parker" (588226816)
00:28:46.709 --> 00:28:57.689
Real quick, and this is you can utilize this. This is a support for both
raiders and reviewers when they need to troubleshoot or ask for
assistance or clarification.

217 "Tricia Parker" (588226816)
00:28:57.689 --> 00:29:05.759
Regarding rating items, scoring medications, et cetera. We really do in
court encourage that clinical.

218 "Tricia Parker" (588226816)
00:29:05.759 --> 00:29:09.029
Um, um.

219 "Tricia Parker" (588226816)
00:29:11.489 --> 00:29:16.949
Reaching out to the clinical assistant. Sorry reaching out to the
clinical assist within the platform.

220 "Tricia Parker" (588226816)
00:29:16.949 --> 00:29:28.709
They're usually their usual time turnaround is I've heard great things
about, you know, it's within 24 to 48 hours that they respond.

221 "Tricia Parker" (588226816)
00:29:31.799 --> 00:29:37.049
And what she has, what Leslie has on the screen right now is that health
screening tool process.

222 "Tricia Parker" (588226816)
00:29:41.699 --> 00:29:55.319
Next slide. Please. Okay. So, um, so those are the things that are
available to you now, but I did want to discuss, um.

223 "Tricia Parker" (588226816)
00:29:55.824 --> 00:30:09.444
Some upcoming training opportunities, the clinical operations team is
intent to provide continued support to raters and reviewers throughout
the process and working with our partners with electability.

224 "Tricia Parker" (588226816)
00:30:10.469 --> 00:30:17.249
We have an app training modules are being developed that will cover what
we discussed here today, but we'll be in more.

225 "Tricia Parker" (588226816)
00:30:17.249 --> 00:30:31.049
In depth focused with the identify rating items that were previously
mentioned in this presentation. Um, it will discuss the scoring
descriptors for those identified rating items, common rating and
reviewing errors.

226 "Tricia Parker" (588226816)
00:30:31.049 --> 00:30:45.359
And will include a periodic review knowledge base, checks of information
present, presented. So be looking for that like I said, it is in
development currently, and we felt that, um, this presentation, this
webinar.

227 "Tricia Parker" (588226816)
00:30:45.359 --> 00:30:50.399
Was needed while we were waiting on the app training module production.

228 "Tricia Parker" (588226816)
00:30:52.649 --> 00:31:07.049
Okay, and so today we talked about getting stuck in the rating and
reviewing process. Um, we would also like, feedback on other webinars.
You would like to have regarding other areas of the process.

229 "Tricia Parker" (588226816)
00:31:07.704 --> 00:31:21.504
So be thinking about that, and you can reach out through the project
mailbox and I'll have Leslie drop that in chat in a minute for future
webinars that you would like, um,

230 "Tricia Parker" (588226816)
00:31:21.804 --> 00:31:24.114
support with other areas.

231 "Tricia Parker" (588226816)
00:31:24.299 --> 00:31:31.559
Of support, you know, it could be that the training considerations and
service considerations.

232 "Tricia Parker" (588226816)
00:31:31.559 --> 00:31:37.769
Responding to action plans, your monthly health summaries.

233 "Tricia Parker" (588226816)
00:31:37.769 --> 00:31:43.829
Expanded clinical reviews, um, for the, for the reviewers, um.

234 "Tricia Parker" (588226816)
00:31:43.829 --> 00:31:51.629
So just be thinking about that and so, I think at this time, I think we
have time to open it up for, um.

235 "Tricia Parker" (588226816)
00:31:52.284 --> 00:32:01.944
Discussions and questions, like, said, we will attempt to answer all
questions, but if we cannot, we can provide a Q and a document with the
posting of this webinar for review.

236 "Tricia Parker" (588226816)
00:32:02.544 --> 00:32:11.214
And then I believe that this webinar will be available for review on our
T webpage.

237 "Tricia Parker" (588226816)
00:32:11.429 --> 00:32:17.879
And Leslie can show us where that's located at and drop the link and.

238 "Tricia Parker" (588226816)
00:32:17.879 --> 00:32:23.849
Chat if you would and, um, so they'll know where to find it.

239 "Tricia Parker" (588226816)
00:32:23.849 --> 00:32:30.089
So, I will go ahead. Oh, let's he's gonna take us to.

240 "Tricia Parker" (588226816)
00:32:30.089 --> 00:32:36.749
The web page okay. And she's going to copy.

241 "Tricia Parker" (588226816)
00:32:36.749 --> 00:32:43.229
The link and she's going to put it in chat. So this is our, um.

242 "Tricia Parker" (588226816)
00:32:43.229 --> 00:32:56.549
Hrc webpage, and then the project at the image dot, that's where you can
reach out. And if there's any, um.

243 "Tricia Parker" (588226816)
00:32:56.549 --> 00:33:07.289
Other webinars you would like for us to, to have a support for you and process. Um, just let us know there.

244 "Tricia Parker" (588226816)
00:33:07.794 --> 00:33:22.284
And then on this, I, I love this. This has really just expanded and I love it. This is the main webpage, and it has these ribbons and we've got overview. There's some, you may want to check those out.

245 "Tricia Parker" (588226816)
00:33:22.589 --> 00:33:28.259
The overview is where you'd find the process document, um.

246 "Tricia Parker" (588226816)
00:33:30.209 --> 00:33:35.099
And then, uh, the, that's an interesting read.

247 "Tricia Parker" (588226816)
00:33:35.099 --> 00:33:46.769
And that's from previous webinars that we've huddled information for individuals and families information for the residential service provider agency.

248 "Tricia Parker" (588226816)
00:33:48.539 --> 00:33:52.049
And each 1 of these has.

249 "Tricia Parker" (588226816)
00:33:53.184 --> 00:34:07.044
Recorded webinars that we've had in the past and, um, so you could go out there and view those. And again, this webinar will be posted on ribbon or on this webpage. Um.

250 "Tricia Parker" (588226816)
00:34:08.129 --> 00:34:15.599
At a later date. Okay so I will.

251 "Kat Craig" (1337775104)
00:34:15.599 --> 00:34:25.889
Tricia, and lastly, just in case, so was not able to copy and paste or use the link that you had posted. Can you please show them.

252 "Kat Craig" (1337775104)
00:34:25.889 --> 00:34:33.029
How to get to that information from the main division DD, uh, front page.

253 "Tricia Parker" (588226816)
00:34:35.429 --> 00:34:50.039
Yes okay so you'll go to dot Gov and you'll click on developmental disabilities tab.

254 "Tricia Parker" (588226816)
00:34:50.039 --> 00:34:53.189
And then you'll see the covered 19 banner.

255 "Tricia Parker" (588226816)
00:34:58.859 --> 00:35:05.309
There we go there, we go developmental disabilities, 1019 banner and then
you'll scroll down.

256 "Tricia Parker" (588226816)
00:35:07.259 --> 00:35:17.069
And enter quality programs at the bottom, right? You'll see the
healthcare screening tool process.

257 "Tricia Parker" (588226816)
00:35:17.069 --> 00:35:24.089
And if you click on that, That'll take you to the H. R. S. T web page.

258 "Tricia Parker" (588226816)
00:35:28.619 --> 00:35:34.379
I apologize I was trying to speak on mute. Okay.

259 "Leslie DeGroat" (841113088)
00:35:35.789 --> 00:35:39.719
But, yeah, I'll do it. We all do it. It happens.

260 "Tricia Parker" (588226816)
00:35:44.879 --> 00:35:54.689
Okay, so we have a few things in chat that I'll go over and hopefully
we'll be able to answer at the end of the webinar. Will there be, um.

261 "Tricia Parker" (588226816)
00:35:54.689 --> 00:35:58.769
Where will the questionnaire be viewed?

262 "Tricia Parker" (588226816)
00:36:02.489 --> 00:36:07.019
The questionnaire and Barb, you can come off of mute.

263 "Tricia Parker" (588226816)
00:36:07.019 --> 00:36:12.419
The questionnaire for future webinars.

264 "Tricia Parker" (588226816)
00:36:12.419 --> 00:36:15.989
Or the Q and a, for this webinar.

265 "Leslie DeGroat" (841113088)
00:36:25.649 --> 00:36:31.884
The QA for this webinar will be, um, posted. Actually I'll just go ahead
and start kind of trying to answer it.

266 "Leslie DeGroat" (841113088)
00:36:32.124 --> 00:36:41.424

Um, it will be posted under webinars on our, on our, uh, um, webinar page and I can show you where that is, but we will also have a link.

267 "Leslie DeGroat" (841113088)
00:36:41.514 --> 00:36:54.864
We will have it linked up to this page, uh, the the MO, healthcare screening tool project page and I can show you also how to get to recorded webinars. If that is.

268 "Leslie DeGroat" (841113088)
00:36:55.409 --> 00:36:59.069
Okay, while we look through other other questions.

269 "Leslie DeGroat" (841113088)
00:37:00.599 --> 00:37:15.474
To me my screen so, um, I'm on the, you can just go to the, um, DD website. Um.

270 "Leslie DeGroat" (841113088)
00:37:15.869 --> 00:37:19.619
If you go to the director's office down here.

271 "Leslie DeGroat" (841113088)
00:37:19.619 --> 00:37:29.249
Click on that, and I just about any of them that you click on when you get to a certain page, there's our director, and you can go down to webinars here.

272 "Leslie DeGroat" (841113088)
00:37:30.204 --> 00:37:32.334
And here is this 1 right here?

273 "Leslie DeGroat" (841113088)
00:37:32.334 --> 00:37:46.614
This is the registration link now, after a bit when everything's all organized and such, and the recording has been reviewed and completed and different things of that nature, it will be posted on the webinar page.

274 "Leslie DeGroat" (841113088)
00:37:47.034 --> 00:37:59.154
Um, so, and if there's any other kind of webinars that you'd like to see, they are on this webpage. So just kind of scroll through some of these. I haven't even occurred yet. So you can always go to previous.

275 "Leslie DeGroat" (841113088)
00:37:59.249 --> 00:38:01.889
Webinars and it will show.

276 "Leslie DeGroat" (841113088)
00:38:01.889 --> 00:38:08.549
The different ones that we've had, and, like I said, once those are ready, it will show up down here.

277 "Leslie DeGroat" (841113088)

00:38:08.549 --> 00:38:11.730
Sometimes it may take a couple of weeks for it to show up.

278 "Leslie DeGroat" (841113088)
00:38:17.670 --> 00:38:30.360
I'm going to go back, look at other Chad questions.

279 "Tricia Parker" (588226816)
00:38:30.360 --> 00:38:42.570
Let's see. Do you have a question from Tiffany Robinson? She asked
medication. Monthly updates are only for residential correct? So.

280 "Tricia Parker" (588226816)
00:38:42.570 --> 00:38:48.330
The idea is that the medications be updated at the time of discovery.

281 "Tricia Parker" (588226816)
00:38:49.800 --> 00:39:01.140
So, I don't think it's dependent on whether it's residential or if it's,
you know, support coordination that will do the health for screening tool
for.

282 "Tricia Parker" (588226816)
00:39:01.140 --> 00:39:12.210
Um, non residential folks, but it's at time of discovery, that's the at
bare minimum that's when we should be updating the, the, the medications.

283 "Tricia Parker" (588226816)
00:39:13.650 --> 00:39:24.240
And so, in in your RnD oversight, you know, you're supposed to be
reviewing those medications monthly. So.

284 "Tricia Parker" (588226816)
00:39:24.240 --> 00:39:30.480
You know, you could say, yes monthly, they need to be updated, but also
at the time of discovery.

285 "Leslie DeGroat" (841113088)
00:39:31.195 --> 00:39:44.605
Yeah, so I think there might be some support coordinators on the call
with it. And so that would yeah, I mean, if you're you're visiting with
them, you know, checking in with them quarterly and that may be the only
time you would ever even know about any kind of change. So, yeah, that's
when you would update it.

286 "Tricia Parker" (588226816)
00:39:48.865 --> 00:40:01.285
And so, then Alyssa had asked if, um, does this include station MD visits
and I'm, I'm thinking that's back to the questions about the emergency
room visits.

287 "Tricia Parker" (588226816)
00:40:03.720 --> 00:40:09.390
And I guess you can't unmute, um.

288 "Tricia Parker" (588226816)
00:40:10.620 --> 00:40:17.220
And Alyssa, if you could drop in chat, just saying if that's where you
were coming from, with that question.

289 "Leslie DeGroat" (841113088)
00:40:21.450 --> 00:40:29.305
But those also would those would count, however, you would consider,
like, doctor's visits or things of that nature it and, uh,

290 "Tricia Parker" (588226816)
00:40:29.305 --> 00:40:39.205
and factoring into the just the different rating items that that may
factor into you would you would count a station MD yes, she can't stay
back. Yeah, the.

291 "Leslie DeGroat" (841113088)
00:40:39.570 --> 00:40:43.440
The doctor visits.

292 "Leslie DeGroat" (841113088)
00:40:43.440 --> 00:40:47.970
And then another question, how do you get the get to the training.

293 "Leslie DeGroat" (841113088)
00:40:47.970 --> 00:40:56.160
Uh, for the training module that you are showing your, your, your agency
will need to go on the website.

294 "Leslie DeGroat" (841113088)
00:40:56.185 --> 00:41:05.815
And, um, and you can always reach out to our mailbox. Um, no, no. Problem
whatsoever there, but you'll go to that.

295 "Leslie DeGroat" (841113088)
00:41:05.995 --> 00:41:19.525
And if you're a residential provider agency, you would want to watch the
webinar and get an overview of it review these documents review the Q and
a right here is a link for. And it says survey questions.

296 "Leslie DeGroat" (841113088)
00:41:19.525 --> 00:41:25.585
But what it asks is for your agency's contact and just some different,
um.

297 "Leslie DeGroat" (841113088)
00:41:26.160 --> 00:41:39.205
Details about your agency, so we can make sure that we get either proper
access and you'll want to select a gatekeeper, which will be in charge of
giving getting people access or removing access or inactivate their
access to the,

298 "Leslie DeGroat" (841113088)

00:41:39.445 --> 00:41:43.225
to the system. And.

299 "Leslie DeGroat" (841113088)
00:41:43.825 --> 00:41:57.115
After that we will review your survey questions and send you a, um, oh, a
Webex invite to join a call. And we'll talk talk through some things, do
some questions and answers.

300 "Leslie DeGroat" (841113088)
00:41:57.385 --> 00:42:11.425
And then your gatekeeper, a gatekeeper will receive an email that will
enable them to be able to log in and do a gatekeeper training. So they
can learn how to add and remove access for the people.

301 "Leslie DeGroat" (841113088)
00:42:11.695 --> 00:42:13.435
And so after they get through that.

302 "Leslie DeGroat" (841113088)
00:42:13.500 --> 00:42:26.305
Training they can start adding your your staff or personnel whom you want
to have the different accesses and then once they get those email links,
they can log in. And then the trainings will appear and they'll need to.

303 "Leslie DeGroat" (841113088)
00:42:26.395 --> 00:42:38.815
And then each staff person will have assigned trainings. Depending on
what their role is, and they'll need to complete those trainings in order
to be able to see their people, you know, that they're supporting.

304 "Leslie DeGroat" (841113088)
00:42:39.115 --> 00:42:43.495
So that's kind of what the process looks like to be able to get in and do
do those trainings.

305 "Leslie DeGroat" (841113088)
00:42:43.860 --> 00:42:55.500
And it should show up once if you already have login. Um, here, I'll go
back to the.

306 "Leslie DeGroat" (841113088)
00:42:56.790 --> 00:43:02.550
If you already are able to log in and have completed the trainings,
you'll go to the, um.

307 "Leslie DeGroat" (841113088)
00:43:02.550 --> 00:43:06.630
That training cap, and it will take you to this page right here.

308 "Leslie DeGroat" (841113088)
00:43:07.435 --> 00:43:21.355
Mind don't want to freak anybody out. I have a lot of duplications and I
have 2 accounts. So I have like, tons of tons of repetitive and not.

Everybody's going to have that many trainings, but the raiders and the support coordinator support coordinator.

309 "Leslie DeGroat" (841113088)
00:43:21.355 --> 00:43:22.855
Raters will have the most.

310 "Leslie DeGroat" (841113088)
00:43:24.210 --> 00:43:34.530
Let's see for individuals, residing in their natural homes do not always get notified of med changes in short term and additions.

311 "Leslie DeGroat" (841113088)
00:43:34.645 --> 00:43:36.985
How should they navigate this issue?

312 "Leslie DeGroat" (841113088)
00:43:37.825 --> 00:43:50.784
Yeah, just the, the best that you can, if when you find out about it at your quarterly checks, or what have you enter it in there because just kind of how it fits in with your current process that, you know, with touching base with the individuals.

313 "Leslie DeGroat" (841113088)
00:43:51.450 --> 00:43:58.855
And then, how will they be notified if the provider community, or in has updated these to be sure the plan is updated? Yeah.

314 "Leslie DeGroat" (841113088)
00:43:58.855 --> 00:44:12.685
The, the, the running list of medications and diagnoses, and hers is supposed to be what is considered the, the, the point of, like, the main source for that information moving forward.

315 "Leslie DeGroat" (841113088)
00:44:12.835 --> 00:44:20.125
So you should you'll have access to that at any time. There might be ways that we could probably.

316 "Leslie DeGroat" (841113088)
00:44:20.490 --> 00:44:24.150
I have hang on just a 2nd, I'm going to see.

317 "Leslie DeGroat" (841113088)
00:44:24.150 --> 00:44:30.540
If I can turn on notifications under your name, you'll have notifications.

318 "Leslie DeGroat" (841113088)
00:44:30.540 --> 00:44:34.710
And I have where I can click off and.

319 "Leslie DeGroat" (841113088)
00:44:34.710 --> 00:44:38.370

Look at different things, like, if the, the, um.

320 "Leslie DeGroat" (841113088)
00:44:38.370 --> 00:44:41.730
Healthcare level increased, um.

321 "Leslie DeGroat" (841113088)
00:44:41.730 --> 00:44:45.240
That's something that we could actually probably explore to just the.

322 "Leslie DeGroat" (841113088)
00:44:45.240 --> 00:44:49.410
Um, about notifications related to those.

323 "Leslie DeGroat" (841113088)
00:44:49.410 --> 00:44:54.990
With, um, providing support for residential and knowing when those things
are updated.

324 "Leslie DeGroat" (841113088)
00:44:54.990 --> 00:45:00.240
So, I can note that.

325 "Leslie DeGroat" (841113088)
00:45:01.500 --> 00:45:12.295
And I'm scrolling through and in order to just just for there was a
question in chat about planning on, going live in January.

326 "Leslie DeGroat" (841113088)
00:45:12.535 --> 00:45:21.235
It as long as you allow, we, we recommend is, um, you know, allow for,
you know, watching the webinar. Um, um.

327 "Leslie DeGroat" (841113088)
00:45:22.495 --> 00:45:32.425
And reviewing the documents, um, joining 1 of the implementation calls
that we have, uh, monthly, we have a specific ones for specific agencies.

328 "Leslie DeGroat" (841113088)
00:45:32.665 --> 00:45:38.125
We have a residential provider or a monthly call for implementing when
people are at that stage.

329 "Leslie DeGroat" (841113088)
00:45:38.125 --> 00:45:51.085
We have the support coordinators who were wanting to start rating support
coordinators who are just joining because maybe a residential provider is
joining and then we also have a monthly day habilitation employment
services meeting. So.

330 "Leslie DeGroat" (841113088)
00:45:51.540 --> 00:46:04.380

You know, allow for time for that, and then we like to say, allow for about 30 days for people to get their access to get trained up and be able to ask questions prior to rating and screening. So, um, yeah.

331 "Leslie DeGroat" (841113088)
00:46:05.550 --> 00:46:19.525
So that's kind of what that looks like. So just, I'm just gonna throw this out there too, since people will all need to be expected to start screening people in may once they're ISP plant. If that's their ISP planning month, you know, those people need to be screened.

332 "Leslie DeGroat" (841113088)
00:46:19.525 --> 00:46:32.335
So we're encouraging people to start onboarding. No. Later than start with getting access and training and all that stuff. March. 1st, just to make sure that they're prepped and ready to ready to rock. And roll.

333 "Leslie DeGroat" (841113088)
00:46:32.640 --> 00:46:36.900
Anyway, great question. Um.

334 "Leslie DeGroat" (841113088)
00:46:43.735 --> 00:46:56.695
Oh, and there's also a role just to let you all know there is a new role that can be requested and it is called the rater supporter role. And that is a person designated by your agency who can help input.

335 "Leslie DeGroat" (841113088)
00:46:56.695 --> 00:47:06.985
Medications can help input diagnoses and then the about me page, I will show you what that looks like. That's a question that was in chat about that role.

336 "Leslie DeGroat" (841113088)
00:47:07.290 --> 00:47:13.620
And, uh, thank you for bringing that up. We realize it can be kind of a, it's a big change in a lot of.

337 "Leslie DeGroat" (841113088)
00:47:13.620 --> 00:47:21.900
You know, different kind of different for that are in Raiders. Well, and also the support coordinators, but this is kind of to help the Oregon Raiders.

338 "Leslie DeGroat" (841113088)
00:47:21.900 --> 00:47:25.260
Um, but here's the about me page. Um.

339 "Leslie DeGroat" (841113088)
00:47:25.260 --> 00:47:39.780
There's a place where that can have data entered vital signs. So this rater supporter can enter in information there as well as in the diagnosis tab and the medications, and go in and update that.

340 "Leslie DeGroat" (841113088)
00:47:41.640 --> 00:47:48.450
And so that can, and that would be through the gatekeeper. The gatekeeper
would need to request that access.

341 "Leslie DeGroat" (841113088)
00:47:49.315 --> 00:47:53.095
Is there more training for the gatekeepers are calling?

342 "Leslie DeGroat" (841113088)
00:47:53.095 --> 00:48:07.825
Misty is working with electability to really hone in on those things that
are Missouri specific related to gatekeeper training because Missouri
well, we kind of went a little bit further with the different things that
we were doing related to health screening tool.

343 "Leslie DeGroat" (841113088)
00:48:07.825 --> 00:48:17.095
We're kind of different from other states, and there we noticed that
there were some things that we were needing to tweak based on feedback
from the field. So that is currently under works.

344 "Leslie DeGroat" (841113088)
00:48:18.750 --> 00:48:22.950
And then notifications would help sc's. Okay cool. Thank you. I'll keep
that in mind.

345 "Leslie DeGroat" (841113088)
00:48:22.950 --> 00:48:26.730
See, another question as an oversight are in.

346 "Leslie DeGroat" (841113088)
00:48:26.730 --> 00:48:33.390
Agency has to request access to the trainings for me. I currently do not
have anything assigned in my hers.

347 "Leslie DeGroat" (841113088)
00:48:33.390 --> 00:48:37.560
Ok, I will take your name down.

348 "Leslie DeGroat" (841113088)
00:48:37.560 --> 00:48:44.100
And maybe that your agency has not started on boarding yet.

349 "Leslie DeGroat" (841113088)
00:48:44.100 --> 00:48:47.970
Not sure I can. I'll take your name down though.

350 "Leslie DeGroat" (841113088)
00:48:47.970 --> 00:48:53.160
And look and see what's going on. Let's see.

351 "Leslie DeGroat" (841113088)
00:49:06.960 --> 00:49:17.070

So, yeah, if your agency hasn't started on boarding, or if your gate keeper has not had training, then you likely won't but if you do find that something doesn't look right don't hesitate to reach out.

352 "Leslie DeGroat" (841113088)
00:49:17.070 --> 00:49:23.160
To the DM, the dmhc website or excuse me email.

353 "Leslie DeGroat" (841113088)
00:49:23.160 --> 00:49:26.640
Or the most support replacing risk com either. 1.

354 "Leslie DeGroat" (841113088)
00:49:31.405 --> 00:49:44.545
Okay, and my gatekeeper has not assigned my training to me yet. I do not have the tabs. You guys have across the top of my her screen is that because I have not done the training yet. Well, it'll actually pop the trainings up right away and have you do them?

355 "Leslie DeGroat" (841113088)
00:49:44.725 --> 00:49:51.385
So if you have not if the gatekeeper hasn't gotten you assigned to access in there, then you won't, uh.

356 "Leslie DeGroat" (841113088)
00:49:51.750 --> 00:50:03.960
Then you just won't be able to see them now. I'm wondering I'll take your name down too, if what you have is because all oversight RN should have access to be able to get into the, um.

357 "Leslie DeGroat" (841113088)
00:50:03.960 --> 00:50:07.200
Um, oversight are in manual.

358 "Leslie DeGroat" (841113088)
00:50:07.200 --> 00:50:12.090
Which is this right here? So.

359 "Leslie DeGroat" (841113088)
00:50:12.090 --> 00:50:25.110
All oversight, or should it should already have this unless they're just brand new and then so once you get the other access, they will flip your access over to full on her. So you'll be able to see all that other stuff.

360 "Leslie DeGroat" (841113088)
00:50:28.255 --> 00:50:29.695
Let's see.

361 "Leslie DeGroat" (841113088)
00:50:41.125 --> 00:50:50.125
Yeah and then, okay quick question while that we had to update the medications monthly, just wanted to make sure it would not be for on residential. Yeah.

362 "Leslie DeGroat" (841113088)
00:50:50.485 --> 00:50:57.835
This was actually kind of geared for raters and reviewers keeping the
residential in mind.

363 "Leslie DeGroat" (841113088)
00:50:58.230 --> 00:51:11.280
For non, residential, whatever's feasible and however it flows I mean, at
least Quarterly for support coordinators who are doing the rating, cause
you're not going to necessarily be touching base with that person
monthly. So.

364 "Leslie DeGroat" (841113088)
00:51:11.280 --> 00:51:18.060
Um, that would be kind of upon discovery. So you're covered there.

365 "Leslie DeGroat" (841113088)
00:51:19.080 --> 00:51:27.175
See, are there specific specific gatekeeper training modules? Yes the
person who's a deemed gatekeeper.

366 "Leslie DeGroat" (841113088)
00:51:27.925 --> 00:51:41.845
They will send something, or let's say, misty will send something to,
which is our colleague who's our statewide gatekeeper we'll send
something to electability and they will in turn, send it to whomever the
designated gatekeeper is for that agency.

367 "Leslie DeGroat" (841113088)
00:51:42.085 --> 00:51:46.525
And then they have a training, and I think I have it hang on just a 2nd.

368 "Leslie DeGroat" (841113088)
00:51:46.860 --> 00:51:55.590
In here and it is this right here, it's a 24 minute 21st training that
they would need to.

369 "Leslie DeGroat" (841113088)
00:51:55.590 --> 00:51:58.800
Uh, go through and look at.

370 "Leslie DeGroat" (841113088)
00:51:59.065 --> 00:52:09.805
And it talks about it talks about what their role is and how to how to
get people ask for people's access they're like, the go to person for
requesting the access,

371 "Leslie DeGroat" (841113088)
00:52:09.805 --> 00:52:16.735
then the whomever they request access for will get an email from
electability and be able to log in.

372 "Leslie DeGroat" (841113088)

00:52:18.930 --> 00:52:23.190
Okay, and I have another name I'm going to check on you. Gotcha.

373 "Leslie DeGroat" (841113088)
00:52:27.270 --> 00:52:40.020
And your name does look familiar I can do that and I do not have any
assigned training yet either. Okay. I do assume they haven't started on
boarding yet. Just got to access 1st around July. Okay. I'll look at your
name too.

374 "Leslie DeGroat" (841113088)
00:52:42.690 --> 00:52:48.720
And I can probably.

375 "Leslie DeGroat" (841113088)
00:52:48.720 --> 00:52:51.840
Shoot you an email or something.

376 "Leslie DeGroat" (841113088)
00:52:51.840 --> 00:52:55.950
Okay all right.

377 "Tricia Parker" (588226816)
00:52:58.560 --> 00:53:06.900
So, it does look like Alyssa was asking about this station MD visits and
those emergency visits.

378 "Leslie DeGroat" (841113088)
00:53:06.900 --> 00:53:09.990
Does that include the station visits?

379 "Leslie DeGroat" (841113088)
00:53:10.405 --> 00:53:19.615
Oh, gotcha, okay. And then, unless they are saying, go to the emergency
room.

380 "Leslie DeGroat" (841113088)
00:53:19.615 --> 00:53:26.455
I don't believe that would just count as I would say, like, probably a
doctor's appointment, but of course, it would have to be individualized.

381 "Leslie DeGroat" (841113088)
00:53:26.485 --> 00:53:39.895
So kind of, depending on the scenario, but if it's just sort of like, um,
so you don't have to wait til the next day to go the doctor but it's not,
they're not really, you know, in need of emergency type services. Then it
would just sort of count as, like.

382 "Leslie DeGroat" (841113088)
00:53:39.990 --> 00:53:41.310
Doctor's appointments.

383 "Leslie DeGroat" (841113088)
00:53:41.310 --> 00:53:53.220

Put in a specific situation, if you need further clarification, like, while you're doing the screening and you're just like, oh, no, no, no, you can always reach out for specific questions.

384 "Leslie DeGroat" (841113088)
00:54:01.470 --> 00:54:05.610
Not seeing anything else or are you seeing anything else Trisha or cat?

385 "Leslie DeGroat" (841113088)
00:54:05.610 --> 00:54:16.830
And though people drop their names in chat who are kind of inquiring. I'll look up your names and I'm will, uh.

386 "Leslie DeGroat" (841113088)
00:54:17.515 --> 00:54:30.775
If you want to put in, if you're kind of wondering about your status, if you don't mind putting your email in just then you can just send it to the panelists or what happened have you and then or oh, here's this is what I recommend. Okay.

387 "Leslie DeGroat" (841113088)
00:54:31.830 --> 00:54:35.430
Moe DD. 1st.

388 "Leslie DeGroat" (841113088)
00:54:35.905 --> 00:54:40.225
Project at dmhc dot Mo dot.

389 "Leslie DeGroat" (841113088)
00:54:40.225 --> 00:54:54.835
Gov so that email please shoot your questions or anything through that or to contact and our team manage that email but I'll just say it out loud too. So have your pin handy it's capital M capital.

390 "Leslie DeGroat" (841113088)
00:54:54.865 --> 00:54:55.315
Oh.

391 "Leslie DeGroat" (841113088)
00:54:55.620 --> 00:55:01.110
Capital? D. capital D capital H capital R.

392 "Leslie DeGroat" (841113088)
00:55:01.110 --> 00:55:05.760
Capital s. capital T. and then a capital P.

393 "Leslie DeGroat" (841113088)
00:55:05.760 --> 00:55:10.020
And then it's like project R. O. J.

394 "Leslie DeGroat" (841113088)
00:55:10.020 --> 00:55:16.320
And then the add sign D. M. H. M. O.

395 "Leslie DeGroat" (841113088)
00:55:16.320 --> 00:55:24.810
Dot O. V. so like altogether it's Mo DD Hearst project at dot Gov.

396 "Leslie DeGroat" (841113088)
00:55:24.810 --> 00:55:27.990
So don't hesitate to reach out through there either.

397 "Leslie DeGroat" (841113088)
00:55:29.610 --> 00:55:35.790
Okay oh, okay. And that's okay. 1 person has the manual. Okay so, yeah,
your gatekeeper will need to.

398 "Leslie DeGroat" (841113088)
00:55:35.790 --> 00:55:42.300
Yeah, get started and get the training and get you access if, when you
guys are ready to get going with it.

399 "Leslie DeGroat" (841113088)
00:55:42.300 --> 00:55:45.480
Okay.

400 "Leslie DeGroat" (841113088)
00:55:47.845 --> 00:55:48.355
Okay,

401 "Leslie DeGroat" (841113088)
00:56:07.135 --> 00:56:15.265
okay. Alright. Well, thank you. Guys for your questions and your
attention. Did anybody have anything else? We have 3 minutes.

402 "Leslie DeGroat" (841113088)
00:56:26.490 --> 00:56:31.200
You want to stop sharing and.

403 "Leslie DeGroat" (841113088)
00:56:33.870 --> 00:56:37.800
We want to thank you all definitely for.

404 "Leslie DeGroat" (841113088)
00:56:37.800 --> 00:56:43.525
Attending this webinar, we hope it that it helped and, you know, please
look for the recording.

405 "Leslie DeGroat" (841113088)
00:56:43.525 --> 00:56:53.665
And if you have any ideas on any other trainings that you might find
valuable to kind of take a deeper dive into some things or help, um, just
don't hesitate to reach out through that email.

406 "Leslie DeGroat" (841113088)
00:56:54.150 --> 00:56:58.200
And you guys have a great week.