

Initiatives Report

| Name | Public Description | Section/Column | Priority 1-10 | Product Management Meeting - Status | Need Determination |
|---|---|------------------------|---------------|---|--|
| Need ability to override Service Note Requirement for Contractors | | Billing | 1 | Awaiting Streamline Design | |
| Staff with Multiple Taxonomy Codes, or when a staff moves from one Taxonomy to another | Some staff/users may have more than one taxonomy code but only one taxonomy code field is present and is used for all claims. Counties need a way to select which taxonomy code goes on claims based on program and license/degree that's associated with the procedure code. | Billing | 3 | Awaiting Streamline Requirements Doc | Essential Modification - Functionality is not present |
| Validations on Client Information Screen to address billing requirements | This is related to billing errors and/or billing denials due to information not being present on the Client Information screen. This includes "Sex" being incomplete and/or not matching the Medi-Cal information, and "Address" not including the city, state, and zip code and/or these 3 fields not matching. CalMHSA is exploring with Streamline what is possible to address these concerns. | Billing | 4 | Waiting Additional Details from Streamline | Industry Standard - Functionality requires workarounds |
| CSU Maximum Hours & Billing | <p>This was received as an urgent request from a regarding how CSU services are billed. There is a maximum number of hours that can be claimed. Currently, the process is to enter the hours that will be claimed in the service, not the total hours the client was present., which can be found by looking at the program enrollment data. The county indicated that this program enrollment information is not enough for fiscal tracking, and they have been entering in the full number of hours the client was present in the CSU rather than only the hours they meant to claim. They indicated other counties are also doing it this way, despite the current CalMHSA guidance. Now, attempting to re-do the services manually in time to claim for services would be onerous to impossible.</p> <p>At CalMHSA's recommendation, they explored alternatives and have come up with a solution. CalMHSA will be reviewing this solution internally and bringing it to counties for review before implementing this.</p> | Billing | 4 | Waiting on Additional Details from County | |
| Advanced Billing for Medicare - was a request from a county - Khristy was going to send me the form so we could work on creating it in SmartCare? | | Billing | 6 | Waiting on Initial Design by Product Management | |
| Diagnosis search does not match Problem List search & blank description when no SNOMED code | The Problem List currently searches by SNOMED codes by default. Since California BH uses ICD-10 codes, we're asking Streamline to include the ICD-10 description as the primary description in the Problem List and to default the code search by ICD rather than SNOMED. This should also address the issues where the ICD-10 code does not have a corresponding SNOMED code. The SNOMED description will still be visible if desired, but the ICD-10 description will take center-stage. This is currently slated for October development. | Clinical Documentation | 2 | Awaiting Streamline Requirements Doc | Essential Modification - Functionality is not present |

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| <p>CDAG: Associate documents with a program enrollment period (episode) rather than just a program</p> | <p>This was originally reported as a bug. When creating a document in SmartCare, the CDAG window pops up and requires the user to select a program. The available options are limited based on what programs the client is associated with (requested, enrolled, or recently discharged from) and what programs the user is associated with. In this dropdown, the program list includes the dates of the program enrollment. However, when selecting a specific enrollment, SmartCare seemed to ignore the user's selection and instead selected the first instance of the client's enrollment in that program. This was especially troublesome for crisis and inpatient programs, which have clients open for a short time before discharging and tend to have clients be re-enrolled.</p> <p>CalMHSA requested that Streamline fix this so the document would be associated with that particular instance of the program. This way, when information is also initialized forward (e.g. the document pulls in the program enrollment date), the information is accurate.</p> <p>Streamline has made the fix and it is in the Feb MSP. However, there were a few unintended consequences. Scanned documents brought over during conversion are associated with a program, but there may not be an enrollment instance of that program in SmartCare, since this is legacy data. Even if there is a program enrollment, the enrollment dates may not include the effective date of the scanned document. CalMHSA is working with Streamline to figure out a solution to this issue.</p> <p>Update: Unforeseen consequences have been found post-implementation. CalMHSA is working with</p> | <p>Clinical Documentation</p> | <p>2</p> | <p>In Product Roadmap Development (SL)</p> | <p>Essential Modification - Functionality is not present</p> |
| <p>CDAG Users are able to edit a document from a program that they are not associated with but is within their CDAG</p> | <p>This was initially reported as a bug. Users must be associated with a CDAG, and may also be associated with programs in their user setup (Staff Details). CalMHSA has understood this to mean that the CDAG the user is associated with should determine what they can see in the system and the Programs the user is associated with should determine what they can write to. This is the case for new documents, as the CDAG pop-up dropdown will only allow a user to select a program that they are associated with and the client is enrolled in (or recently discharged from).</p> <p>However, for documents that already exist in the system, a user may see any documents from programs within their CDAG, even if they are not directly associated with that program.</p> <p>The document setup screen (Document Management) determines if the document is editable after signature. It is not impacted by CDAG, programs, etc. Because of this, a user can view a document associated with a program that is within their CDAG and click the Edit button while in that document. This allows that user to edit a document in a program they aren't associated with, essentially giving them a type of "write" access to documents outside of their associated programs.</p> <p>CalMHSA is working with Streamline to adjust the functionality to ensure that users who are not associated with a program cannot edit a document associated with that program.</p> | <p>Clinical Documentation</p> | <p>2</p> | <p>Development that needs to be scheduled (SL)</p> | <p>Essential Modification - Functionality is not present</p> |
| <p>Inquiry updates should NOT overwrite signed notes</p> | <p>This was initially reported as a bug. When in the Inquiry screen, if the Crisis checkbox is checked, you can enter the start of service information. This is incredibly helpful in crisis situations. Once you save the Inquiry, the link to the associated service note becomes clickable. Clicking this link will take you to the associated service note. If the program or procedure code is then changed in the service note screen, this will create issues with the link between the Inquiry and the corresponding Service Note. When the program or procedure of the note was changed, and then the Inquiry was changed and saved, SmartCare soft-deleted the completed service note and re-created a new one based on the information in the crisis tab.</p> <p>CalMHSA is asking that Streamline address this issue, as we feel that no automatic features in SmartCare should delete a signed clinical document.</p> <p>Update: Slotted for Oct 2024 development</p> | <p>Clinical Documentation</p> | <p>2</p> | <p>Awaiting Streamline Design</p> | <p>Essential Modification - Functionality is not present</p> |

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| Redoing PDFs (RDLs) across SmartCare | In SmartCare, there are 2 pieces to every document: the data entry piece and the report (pdf) view. The latter is called the RDL. CalMHSA has created a style guide for RDLs which includes state required items, such as ensuring the font size is at least 12 point and adding a redisclosure statement at the bottom of documents from an SUD program. When CalMHSA creates a new document for SmartCare, this style guide is used when creating the RDL. However, there are many core documents used by CalMHSA, meaning documents created by Streamline that are not unique to CalMHSA's environments. CalMHSA is working to redo the RDLs for all of these documents, from the Release of Information to service notes. | Clinical Documentation | 3 | In Product Roadmap Development (SL) | State Requirement |
| Problem List Re-Design | This is about making sure the problem list shows the person who identified the problem and when, per BHIN 23-068. CalMHSA is discussing options with DHCS around this, as this makes care coordination between SUD and MH providers difficult and duplicative. This also addresses using SNOMED descriptions rather than ICD-10 code descriptions. We've had requests that the ICD-10 code description be used, as staff are trained on DSM/ICD rather than SNOMED. | Clinical Documentation | 3 | LOE Received, Needs Review, Waiting on additional details from State | State Requirement |
| ASAM Criteria, 4th Edition & 1/1/25 deadline | UPDATE: Per BHIN 23-068, DHCS will require counties to start using either the "ASAM Criteria Assessment Interview Guide" that UCLA created or the "ASAM CONTINUUM" software. While CalMHSA had planned to use the UCLA ASAM Assessment, this was based on ASAM 3rd Edition criteria. The ASAM 4th Edition was released at the end of 2023. CalMHSA had asked what DHCS would be doing as far as the update to the ASAM criteria, specifically around the 1/1/25 deadline. We were told that DHCS would be working with UCLA to create an updated version of their "ASAM Criteria Assessment Interview Guide" that matched 4th edition criteria. We have been waiting on this updated document before uploading anything else into SmartCare. We've continued to reach out regularly to DHCS through the year and have received no updates on the progress of this 4th edition assessment. Now that the deadline is approaching, we've started to hear that DHCS will have to do more research on the impact of changing to ASAM 4th Edition, as it will impact much more than simply this assessment tool requirement. This means we are no longer expecting a 4th edition ASAM Assessment to be provided by DHCS before the 1/1/25 deadline. We have therefore made the decision to move the current UCLA "ASAM Criteria Assessment Interview Guide" into SmartCare so that all counties can be compliant with the 1/1/25 deadline. There has also been a request to add the problem list to the ASAM Assessment in SmartCare which | Clinical Documentation | 3 | Waiting on additional details from State | State Requirement |
| Closed Loop Referral - MCP rules that may impact MHP | DHCS recently put out draft guidance to MCPs for Closed Loop Referral Implementation. CalMHSA is reviewing this, as we expect that guidance similar to this will be given to MHPs in the near future. | Clinical Documentation | 3 | | |
| All Counties: Problem List modifications disappearing on Groups and Service Notes | This was initially reported as a bug. When adding a problem to the problem list via the service note, the problem start date defaults to the effect date of the document, rather than the date of the service. Since the document will only show problems that are active on the date of the service, this often means that the problem just added does not show on the document itself. We are requesting that the default start date of the problem to be the service date, so that all problems added will remain visible. | Clinical Documentation | 5 | Development that needs to be scheduled (SL) | Optimization - Functionality is present but very clunky |
| Improve group process functionality | We've received a lot of feedback about the group functionality in SmartCare. The current functioning has required a lot of training to avoid errors. We have received many requests to improve this functionality to address these issues. | Clinical Documentation | 5 | Waiting on Initial Design by Product Management | Optimization - Functionality is present but very clunky |

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| Tracking Documentation and Travel Time | <p>Pre-CalAIM, services were claimed based on the minutes it took to complete the service. This claim included service time, travel time, and documentation time. CalAIM Payment Reform changed this to pay for services based on encounters. The rates for encounters are supposed to include the expected travel and documentation time.</p> <p>The only way to ensure fiscal solvency is to be able to track all time spent on services to ensure a county's rates are accurate. County directors are requesting that the travel and documentation time fields are completed to allow them to track rate accuracy, which would allow them to lobby the state if a rate adjustment is needed.</p> <p>CalMHSA is exploring methods to increase data entry into these fields, including the option of making these fields required, or conditionally required.</p> <p>UPDATE: CalMHSA is planning to make the Documentation Time and Travel Time fields required, but allow 0 (zero) to be entered. We're hoping this can be not-required for non-billable services.</p> | Clinical Documentation | 5 | Waiting on LOE | Industry Standard - Functionality requires workarounds |
| Mobile Crisis Enhancements | <p>UPDATE 10/11/24: reporting for Mobile Crisis has been separated into its own tracking item. This item is not solely for enhancements to the Mobile Crisis process. Current enhancement requests include a method of tracking to ensure transportation claims are present, creating a widget or some method of ensuring follow-up actions are taken, and ensuring there are not 2 encounters billed at the same time.</p> | Clinical Documentation | 5 | Parking Lot | Optimization - Functionality is present but very clunky |
| Crisis-Type Procedure Code - should not have to be limited to DFA-notes only | <p>In order to utilize the Crisis tab in the Inquiry screen, the procedure codes must be marked as a crisis type of procedure code. This procedure code's associated note must be a specific type of document called a "DFA". This means that the progress note, which Streamline created for CalMHSA, and the psych note, which CalMHSA is creating in another method, cannot be associated with a crisis-type procedure code. This has caused CalMHSA to duplicate the crisis intervention procedure code into "Crisis Inquiry" and re-create a simple narrative note in DFA in order to use the Crisis tab functionality for crisis intervention services. CalMHSA is asking Streamline to expand the functionality of this tab to be able to use any progress note type document in SmartCare.</p> | Clinical Documentation | 7 | Awaiting Streamline Design , Parking Lot | Optimization - Functionality is present but very clunky |
| Evaluate best practice for Problem List and Diagnosis Integration | <p>CalMHSA is exploring ways to address the duplicity of having a diagnosis document and a living problem list. We've had many requests for there to be some sort of exchange between these two items. There has even been requests to remove the need for the diagnosis document. CalMHSA is exploring these options both with Streamline and DHCS.</p> | Clinical Documentation | 8 | Waiting on additional details from State | State Requirement |
| Automatically map CANS and ANSA questions answered 2 or 3 to the Problem List (Sonoma County Request) | <p>A county has requested that we develop a way to automatically push items marked as 2 or 3 on the CANS or ANSA to the problem list (Client Clinical Problems). They have provided a suggested crosswalk for ICD-10 codes they feel would match the CANS/ANSA item.</p> <p>Some additional concerns that would need to be addressed in order to move this forward include how to deal with duplicate ICD-10 codes, what to do when the ICD-10 code is already on the problem list, should problems be marked as resolved when the CANS/ANSA moves to a 0 or 1 score, and would the problem's program change based on the most current CANS/ANSA completed.</p> <p>This is considered an item that would be nice to have, but is not critical. There is also some work going on at the State regarding the CANS which may impact this request. As these potential changes roll out, this request will be reconsidered.</p> | Clinical Documentation | 10 | Parking Lot | Enhancement - Would be nice to have |

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| Service Note: Interpreter Services: Make Interpreter Agency a Dropdown | In a service note, you can designate when a service is provided in a language other than English. You can also designate if an interpreter was needed and what agency provided the service. The field where you enter the name of the interpreter agency is a free-text field, meaning you can enter anything you'd like. This enhancement would make this a drop-down field, where counties could enter in their contracted interpreter agencies in order to better track which agencies are being used and at what frequency. This could also help with Language Line utilization tracking, as Language Line would be an available option in the drop-down menu. | Clinical Documentation | 10 | Parking Lot | Enhancement - Would be nice to have |
| Mobile Crisis Regular DHCS reporting requirements | We have heard that DHCS is working on the final requirements for the Mobile Crisis reporting. This task will track all things related to the DHCS mobile crisis report requirements. | Compliance/State Reporting | 1 | Waiting on additional details from State | State Requirement |
| BHIN 24-030: CalOMS Treatment Demographic Reporting | CalMHSA is working with Streamline to make the necessary changes to the CalOMS reporting fields, as described in BHIN 24-030. | Compliance/State Reporting | 1 | | State Requirement |
| CARE Act: CARE Plan/Agreement Document | This is a document that will be used in CARE Act programs to document what services are on the client's CARE Plan or CARE Agreement. This will be used to initialize information into monthly reporting documents. | Compliance/State Reporting | 1 | In Product Roadmap Development (SL) | State Requirement |
| CARE Act: Reporting Document (UI for staff to complete) | This document will be similar to other state reporting documents. It's a document where all state reporting requirements for the CARE Act will be entered by staff on a monthly basis. | Compliance/State Reporting | 1 | In Product Roadmap Development (SL) | State Requirement |
| CARE Act: Reporting Process | This is the process of creating the report that will be submitted to the State as part of state reporting. This will utilize the CARE Act Reporting Document as a basis of gathering data, but this task is about processing this data into something reportable. | Compliance/State Reporting | 1 | Waiting Additional Details from Streamline | State Requirement |
| Legal Status: BHIN 23-067, 24-011, & 24-013 LPS Quarterly Data Collection | Counties have a requirement to track LPS data across the county. Since some counties have an LPS facility, CalMHSA is working on a way to easily pull their LPS data for reporting. The county has to provide data to the state from ALL LPS facilities in the county. This task is not meant to add in all LPS data from all LPS sites in the county, but merely to make data reporting from county owned and operated LPS facilities easy to obtain. | Compliance/State Reporting | 1 | In Product Roadmap Development (SL), Post-Prod Review Needed | State Requirement |
| EQRO: Penetration Rates Report | CalMHSA is working to create a penetration rates report that can be used during EQRO. | Compliance/State Reporting | 2 | Review In Progress of New Request | Industry Standard - Functionality requires workarounds |
| CARE Act: Additional development not related to state requirements | CalMHSA is working with CARE Act Phase 1 counties to determine what additional needs exist to best implement the CARE Act. This includes things like how to best produce reports to the court, how to track court dates, and how to track people involved with a client's CARE Act case. | Compliance/State Reporting | 2 | | Essential Modification - Functionality is not present |
| CARE Act: Add radio button for "CARE Plan" v. "CARE Agreement" | The CARE Plan/Agreement document is used for both a CARE Plan and CARE Agreement, as the document itself is not different. The only difference is whether the client agrees to the plan (CARE Agreement) or if the court orders the plan because the client did not agree (CARE Plan). A phase 1 county indicated that documenting the difference will be important, so we've asked to add a method of designating whether this document is an Agreement or a Plan. | Compliance/State Reporting | 2 | | Essential Modification - Functionality is not present |
| CARE Act: CARE Episode entry separated from CARE Act Reporting | | Compliance/State Reporting | 2 | | Industry Standard - Functionality requires workarounds |

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| How to address when a clinician leaves without finishing their service notes | CalMHSA is working on training articles and protocols on addressing off-boarding staff. We've had counties have staff leave who have not finished | Compliance/State Reporting | 3 | Needs Discussion with CalMHSA Product Team | Optimization - Functionality is present but very clunky |
| Denial of Rights Monthly Report | LPS facilities must report monthly on any incidents of denying a patient's rights. CalMHSA is working to create this report from data in SmartCare. | Compliance/State Reporting | 3 | In Product Roadmap Development (SL) | State Requirement |
| Program Meta Tagging Feedback | This is the task where we're reviewing feedback from counties regarding Program Meta Tagging (Datapalooza) and adjusting as necessary. | Compliance/State Reporting | 3 | Review In Progress of New Request | Enhancement - Would be nice to have |
| TADT Updates | UPDATE: CalMHSA held a county shared decision-making meeting about this on 9/25/24. The required changes have already been deployed to production systems (any fields that were missing from the current documents). No further changes will be developed until counties provide feedback. Feedback can be given by emailing EHR@calmhsa.org. | Compliance/State Reporting | 3 | | |
| Be able to upload state reports (CANS, PSC, CSI, 1st Psych Appt, etc.) in bulk from contractors | Counties have requested that state reporting items be able to be uploaded to SmartCare in bulk. This way they can quickly upload contractor information and report out from SmartCare in one batch. | Compliance/State Reporting | 5 | | Industry Standard - Functionality requires workarounds |
| County Health report | CalMHSA is working on a set of reports to determine the health of the EHR. This includes determining if programs are setup correctly, how many programs have 0 clients associated, are people billing, how many people logged in within the last 30 days, etc. This should give system administrators some guidance on additional trainings to provide to staff, ways to improve their EHR setup, etc. | Compliance/State Reporting | 5 | Waiting on Initial Design by Product Management | Optimization - Functionality is present but very clunky |
| Contingency Management Data Reporting | DHCS posted a draft of the quarterly reporting requirements. CalMHSA held a county shared decision making meeting about these requirements on Monday, 7/9/24. A protocol was created based on county input and can be found here: https://2023.calmhsa.org/contingency-management-recovery-incentives-programs-quarterly-progress-report/ CalMHSA may work on reports that can be used for some of these items, but counties indicated that they are capable of filling out this report by themselves at this time, so this is lower priority. | Compliance/State Reporting | 5 | | State Requirement |
| Level of Care Congruency report | Request for a report between ASAM Level of Care between brief screening (BQuIP) and the actual ASAM LoC assessment | Compliance/State Reporting | 7 | | |
| CalOMS - Add refresh button to re-initialize the information that initializes from the Client Information screen | When creating a new CalOMS document, some client information gets pulled in from the Client Information screen. However, when the user goes to this screen to correct information, the CalOMS document doesn't re-pull this information forward. CalMHSA is requesting a method to refresh the data on the CalOMS document from any data pulled in from the Client Information screen. CalMHSA is re-reviewing this methodology and is scheduling a County Shared Decision Making Meeting for this topic. | Compliance/State Reporting | 9 | LOE Received, Needs Review | Optimization - Functionality is present but very clunky |

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| Any Role assigned to complete a task in Order setup (eg. Acknowledge/Acknowledge Required) need to be visible/accessible for end user | | Inpatient | 2 | Requirements Approved | |
| Pyxis/Omniceil Dispensing Systems primary task | This is about creating a workflow for counties that have a Pyxis and Omnicell system | Inpatient | 4 | Waiting Additional Details from Streamline | |
| Acknowledge Require/Acknowledge/Signature Orders | | Inpatient | 5 | Needs Discussion with CalMHSA Product Team | |
| Can we have dual authors for specific documents? | Can we have dual authors for specific documents? | Inpatient | 10 | Parking Lot | |
| Walk Me - add info 'i's' to key IP setup fields so that the manual is embedded in the forms | | Inpatient | 10 | | |
| Ability to add legal entities, certified sites, and contract contacts in for Org Providers | | Managed Care | 8 | Needs Discussion with CalMHSA Product Team | Enhancement - Would be nice to have |
| Adhoc Client Orders | | Medical | 2 | Needs Discussion with CalMHSA Product Team | |
| "Comments" section from Rx/ Client Orders to MAR | | Medical | 2 | In Product Roadmap Development (SL) | |
| Order Template Frequency Clean Up | We found discrepancies in order template frequency for lab orders. We are standardizing the order template. | Medical | 2 | Waiting Additional Details from Streamline | Industry Standard - Functionality requires workarounds |
| Client Orders Discontinue at end of Program, Expired and/or 1x use | | Medical | 3 | Awaiting Prod Deployment (Tested in QA & Approved to Prod) | |
| Lab Orders/Labs Results are missing programs | Missing programs from labs | Medical | 3 | Awaiting QA Deployment | |

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| Client Orders: Discontinue medication, losing the text or updated text in "comments" and instruction text | This is a bug where a medication is discontinued in client orders, users are losing their instructions text and comments | Medical | 3 | Awaiting Prod Deployment (Tested in QA & Approved to Prod) | |
| Downtime Reports | | Medical | 4 | | |
| MAT Medication/NDC Billing Phase 2 | | Medical | 4 | Requirements Approved | |
| Streamline build: notification to end user that labs did not go through? | This is to create a notification system to end user when there is a lab error. | Medical | 4 | Awaiting Streamline Design | |
| Last seen/Missed appts for Office View | | Medical | 5 | Waiting on Initial Design by Product Management | |
| add "Days of Week" to orders sig and MAR | <p>Issue: Currently Days of the Week which is required field if MAR program and > 24 hr frequency only shows up on the pdf. However, it should be part of the order/med sig then that is visible. It should show up on the MAR fields and even within Client Order itself /or Med Rx so that providers don't have to go the PDF (which is usually just for documentation not actually what people look at day to day) to find this information. It would be much easier and consistent to have this available from a UX standpoint right in front.</p> <p>Rationale: The expectation that providers would wait until it shows up on the MAR is an assumption esp if you need to change the order. This should be part of the clean up to make the system consistent. Any changes to the ordering system should reflect across all screens.</p> | Medical | 5 | Awaiting Streamline Requirements Doc | |
| Need Ability to override Max Dose in 24 Hours | This improves on Streamline's Max Dose Quantity Allowed in 24 hours which is currently free text, and make it functional in helping end users to be aware that they are over the recommended maximum dose. | Medical | 6 | Awaiting Streamline Design | |
| Client Orders: Alert when there are duplicative orders of the same drug | <p>Issue: Currently, there is no safeguard with a warning to the user that there exist a previous order with the same drug. Need a warning to pop up in Client Order screen when prescribing the same medication that is already being prescribed with overlapping dates. Allow user to continue, but warning should be a pop up where acknowledgement is required.</p> <p>Rationale: Avoid having duplicate medications on the list because it can lead to confusion and potential for the patient to be given the same medication twice</p> | Medical | 6 | Development that needs to be scheduled (SL) | |

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| Change Administration Time options in client MAR to be based on actual order time vs. Order Template Frequency time | Change Administration Time options in client MAR to be based on actual order time vs. Order Template Frequency time | Medical | 7 | Awaiting Streamline Design | |
| . Psychiatric Advance Directive (Under Construction) | | Medical | 8 | Development that needs to be scheduled (SL) | |
| Medication Min/Max Recommendations not consistent | <p>Initially there was an issue with specifically the min/max ranges for Geodon were inaccurate in comparison to FDA guidelines. This particular medication was fixed. However, while testing the fix for this, we tested other medications and found that sometimes there is a phrase such as "Pediatric Recommended Dosage Ranges Not Available For This Medication" and sometimes "Min 0 mg/kg/day - Max 0 mg/kg/day".</p> <p>We'd like for this language to be consistent. If a medication is not recommended, we feel it would make more sense to say "This medication is NOT recommended for patients under the age of X" or "This medication is NOT recommended for patients under X kg" or something.</p> <p style="text-align: center;">We are looking for SL to create consistency</p> | Medical | 9 | Awaiting Streamline Design | Optimization - Functionality is present but very clunky |
| "End Consent" and "Revoke Consent" functionality does not carry over to Consent Document's .pdf | Initially reported as a bug. When a consent is revoked, the consent document itself is not updated. The only way to see a consent is revoked is to go the Consents list page. CalMHSA has requested that the consent document itself be updated (e.g. new version) to clearly show that the consent has been revoked. | Patient Administration | 1 | Development that needs to be scheduled (SL) | Essential Modification - Functionality is not present |
| Add "Program" as a filter to Disclosure "Add Documents" Pop Up | Adding a program column and filter to the "add documents" pop up page in the Disclosure Requests Details screen. | Patient Administration | 1 | | Essential Modification - Functionality is not present |
| Add "Program" as a filter to Disclosure List Page | Adding a program column and filter to the Disclosure Requests list page | Patient Administration | 1 | | Essential Modification - Functionality is not present |
| Patient Portal: Documents completed through Patient Portal need to be associated with a program | Clients can create documents in SmartCare. However, the CDAG window isn't popping up to allow them to associate that document with a program. This means that the client can't sign or save the document, since a program is required for every document when CDAG is turned on. | Patient Administration | 2 | Awaiting Streamline Design , Waiting on LOE | BUG |
| Care Coordination | <p>This is a large project to attempt to track the transitions a client makes through services. While EHRs are good at tracking services and documents in a program, the transition from one program to another, whether by referral or transfer, is far more difficult to capture.</p> <p>Update: CalMHSA is currently working with 5 counties to conduct additional testing. There are also still bugs that need to be addressed before full implementation.</p> | Patient Administration | 2 | Bugs Found in Post-Prod Review; Working on Bugs | Essential Modification - Functionality is not present |

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| Service Authorization Request and Review Process | Some behavioral health services require prior or concurrent authorization. This process includes the request for authorization, as well as the review process. This process also ties in with billing, as some services may not be billed without an authorization. This process is also related to the Care Coordination process, as receiving an authorization generally means a client is being referred to another program. CalMHSA deployed a stop-gap measure, called Authorization Tracking, so that counties could manually track authorizations, though it does not currently impact the billing process. | Patient Administration | 2 | Testing in QA | State Requirement |
| Need a way to designate Primary Phone Number in Client Information | Originally reported as a bug. Currently, there isn't a way in SmartCare to designate the client's primary phone number. There's a method of indicating the client's preferred communication method, and if the client's preferred method is "telephone" the preferred phone number can be selected. However, for certain documents, such as the Transition of Care Tool, client information is pulled in from the Client Information screen. Many of these require the client's phone number. Without the end user being able to select the primary phone number, the system has no way to determine what to pull in. Currently, it pulls in the first phone number entered. | Patient Administration | 3 | Awaiting Streamline Design | Essential Modification - Functionality is not present |
| Reviewer Process | This is the process in which documents must first be reviewed by a supervisor before being marked complete in the system. This includes the Resident/Attending process. This also includes a service not billing until the Reviewer has signed. | Patient Administration | 3 | LOE Received, Needs Review, Need County Shared Decision Making Meeting | Industry Standard - Functionality requires workarounds |
| VIP Client Sequestering | Currently, to sequester a VIP client from all except a few users, a county must reach out to CalMHSA, who has to run a script on the back-end of the system. CalMHSA has requested that there be a front-end method of doing this. | Patient Administration | 3 | In Product Roadmap Development (SL) | Essential Modification - Functionality is not present |
| Standardize Client Information demographics fields and global codes | CalMHSA is looking into the demographics fields in the Client Information screen. This includes what fields should be utilized and what the global code values should be in each field. This is related to UCSDI and interoperability, as well as the requests we've been getting from counties to make changes to these fields. We will be working on a standardized set of fields and global codes. | Patient Administration | 3 | | Optimization - Functionality is present but very clunky |
| Client Programs Widget | A Client Dashboard widget that shows what programs the client is enrolled in. This will match a lot of what shows on the Client Programs list page. We are also working on having filters in the widget itself. | Patient Administration | 4 | | Optimization - Functionality is present but very clunky |
| Multi-language functionality | Counties have a requirement to provide documents in a client's preferred language. Counties have therefore requested some commonly-used documents to be translated into commonly-used languages. Some counties have staff whose primary language is not English and have been hired specifically to work with clients who share their preferred language. They would prefer to write documents in this preferred language in SmartCare. Since clients access SmartCare when they're accessing the Patient Portal, SmartCare should be available in their preferred language. This includes not just certain documents but the names of the documents, the field labels, the filters, etc. | Patient Administration | 4 | Need County Shared Decision Making Meeting | Essential Modification - Functionality is not present |
| Court Date Tracking | UPDATE 10/11/24: CARE Act court activity tracking is being handled as part of the CARE Act development process. This is because of the specific hearing types associated with the CARE Act process. This will serve as beta testing for non-CARE Act court tracking design and development. | Patient Administration | 4 | Need County Shared Decision Making Meeting | Essential Modification - Functionality is not present |
| Tracking Grievances, Appeals, and other MCPAR items | CalMHSA is exploring the option to track grievances and appeals (and other MCPAR items) in SmartCare. While this is a state requirement, it's unclear if it's wise to track these types of items in the EHR. | Patient Administration | 5 | Waiting on Initial Design by Product Management, Parking Lot | State Requirement |

Initiatives Report

| Name | Public Description | Section/Column | Priority 1-10 | Product Management Meeting - Status | Need Determination |
|--|---|------------------------|---------------|---|---|
| NOABD Improvements | Currently, NOABDs exist in SmartCare as letter templates. This is somewhat clunky, as the user has to replace certain sections of the letter template with their own, individualized words. Users also have the option to edit the language of the letter before sending, which can result in them changing the letter template language, which is required by DHCS. CalMHSA is working to create a data-entry screen where a user can instead select what type of NOABD they're sending and then only fill out the sections they need to customize. This would then create the appropriate NOABD document which would include all necessary language. There's also the consideration of automatically including the required attachments in the SmartCare document. Currently, these would simply be added when mailing the letter itself, but counties have requested that these attachments be included in the SmartCare document. CalMHSA is considering this option. | Patient Administration | 5 | Development that needs to be scheduled (SL) | Optimization - Functionality is present but very clunky |
| Streamline Core ROI changes | | Patient Administration | 5 | | |
| Treatment Team and Caseload Revamp | This task is about exploring improvements or reworking the treatment team and caseload system. For example, family members can be added to a client's treatment team, but should not require a program, as they would be a client-level treatment team member. Other non-staff members, such as a Drug Court attorney should include a program, so as not to share the information that the client is involved in Drug Court. Also, when a staff member works in multiple programs with a single client, they may be added multiple times to the treatment team. When a client is discharged from a program, all treatment team members associated with that program should be removed from the treatment team, unless they are also present under another program. | Patient Administration | 7 | Parking Lot | Optimization - Functionality is present but very clunky |
| Change "Verbally Agreed Over Phone" to "Verbally Agreed" on signature window | In the signature window popup where the client signs, one of the options is "Verbally Agreed Over Phone". We're asking if this could be changed to simply "Verbally Agreed". This would include things like verbal agreement over telehealth (e.g. Zoom call), or a someone who is in-person but unable to sign (e.g. physically disabled). | Patient Administration | 7 | | Enhancement - Would be nice to have |
| Add Language as a search option in Appointment Search | A county requested that Appointment Search include the ability to search by language. | Patient Administration | 8 | | Enhancement - Would be nice to have |
| Inquiry and Client Information screen syncing | Currently, when completing the Inquiry Details screen, information added in the screen will push to the Client Information screen. While this is desirable upon a client's first encounter with County Behavioral Health, at least one county found it concerning, as the inquiry was also being used to track additional requests. This task explores whether the Inquiry should push data to the Client Information screen automatically, or if there should be an opt-out. If information does push, why not also include the Inquirer as a Client Contact. | Patient Administration | 10 | Parking Lot | Enhancement - Would be nice to have |
| AOT | CalMHSA was hoping that AOT needs would be met via the Care Coordination process. Since the Care Coordination process has been put on hold, we're re-starting this as a separate and distinct project. As we learn more about AOT needs, we may create separate tasks as needed. | Sprint Priority Board | 1 | | State Requirement |
| Create FSP Agreement in SmartCare | A request to build a basic FSP Agreement in SmartCare. | Sprint Priority Board | 6 | Waiting on Initial Design by Product Management | |
| CDAG Inquiry Screen | Some counties hold their Access Lines out as 42 CFR Part 2 providers. We are working on a way to CDAG Inquiries to address this concern. Currently slated for development in August 2024. | SysAdmin | 1 | Awaiting Streamline Design | State Requirement |
| [Enh] - Allow for sys adm to have the permission to create and/or modify whiteboard screen | | SysAdmin | 2 | | |

Initiatives Report

| Name | Public Description | Section/Column | Priority 1-10 | Product Management Meeting - Status | Need Determination |
|--|---|----------------|---------------|---|---|
| Add Delete Confirmations and Guardrails | There have been numerous instances of county users accidentally deleting something, such as a program, client, or staff member. Recovering this information is difficult, and even if deleted correctly, this will often orphan related records. For example, deleting a program will remove the affiliations of the documents that were associated with that program, thereby making them unable to be CDAG'd. We are requesting more guardrails around deleting items, including a confirmation message and a system review to determine if there are any "child" records (meaning records that rely on the record being deleted in order to function). | SysAdmin | 2 | Waiting on LOE | Essential Modification - Functionality is not present |
| Need the ability to add Controls created in SmartCare to DFA documents (through DFA functionality) | In SmartCare, there are "controls". An example of this is the Problem List Control, which can be seen on the CalAIM Assessment and the Progress Note. These are items that can be added to documents as a whole section. These controls include functionality that impacts the system elsewhere. For example, adding a problem to the Problem List Control in the CalAIM Assessment means that when you view the Problem List Control on the Progress Note, the problem you added shows up in both places. CalMHSA is working with Streamline to make these controls available to be added to CalMHSA-created documents. | SysAdmin | 2 | Awaiting Streamline Design | Essential Modification - Functionality is not present |
| [Enh] 19. Program drop-down to associate to a calendar entry for when adding to the staff calendar | Every service appointment in SmartCare requires a client, program, and provider. However, every calendar entry only requires a provider. This type of event is often used for tracking the administrative tasks done. Sometimes this may need to be tracked to a specific program, however. Counties therefore requested that a Program field be added to the calendar entry for tracking purposes. Estimated to be deployed to QA on 9/26/24 | SysAdmin | 2 | Awaiting Streamline Design | Industry Standard - Functionality requires workarounds |
| Improved QA Environment Coordination | SmartCare works on a hub and spoke model, where CalMHSA's production environment pushes configuration changes down to county affiliate production environments. CalMHSA's QA environment is also supposed to push down configuration changes to county affiliate QA environments. This sync has not been turned on for numerous reasons, including billing testing and state reporting testing that is still occurring out of county QA environments. This has impacted other testing, however. When a new deployment is pushed to QA environments, some setup is often needed. CalMHSA completes this setup and testing in CalMHSA QA, but since this setup doesn't push to the county QA environments, counties are not able to test in their own QA unless CalMHSA makes the configuration changes in all environments separately and manually. CalMHSA is hoping to improve this process so counties can benefit from testing after CalMHSA completes the necessary configurations in CalMHSA QA. | SysAdmin | 3 | Review In Progress of New Request | Optimization - Functionality is present but very clunky |
| User Role Permission Grid Report | This would be a report that would present all permissions and all user roles in a grid format to show which permissions were granted to which user roles in a way that's easy to compare permissions between user roles. | SysAdmin | 3 | Bugs Found in QA Review; Working on Bugs, Parking Lot | Optimization - Functionality is present but very clunky |
| UI for County Holidays | A place for counties to enter in what dates are considered holidays and should not be considered "business days" for reporting purposes (e.g. TADT timeliness measured in business days). This will be permissioned to Sys Admin user roles only (CalMHSA Sys Admin and County Affiliate Sys Admin), though CalMHSA is looking into creating an add-on user role for entering county information such as this. | SysAdmin | 4 | | Optimization - Functionality is present but very clunky |
| Have a running historical log of staff accounts that have been locked out of the system | When a staff's account is locked (via incorrect credentials used or incorrect answers to security questions) there currently is no log capturing the date and time of the account lockout. Currently the StaffFailedLoginAttempts table will track if an account has had failed attempts to access, but if the account is locked the log from the table is removed. CalMHSA is requesting that this history of account lockouts is not removed, and is available for audits and tracking. If someone is attempting to login to a users account, we currently do not have a running log to capture this information and this would be valuable to store. | SysAdmin | 4 | | Essential Modification - Functionality is not present |

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| Name | Public Description | Section/Column | Priority 1-10 | Product Management Meeting - Status | Need Determination |
|--|--|----------------|---------------|--|---|
| Inquiry - Add ability to lock Inquiry Details screen similar to Flow Sheets | The Inquiry Details screen is just that - a screen. Screens, unlike documents, cannot be "signed" and "completed". The Inquiry Details screen must be a screen rather than a document, since a document must be associated with a client and a program. The inquiry, by definition, does not require either. That being said, the Inquiry is meant to capture data about an event. That information should be able to be locked down so that others cannot edit the information. CalMHSA is looking at the "lock" feature used in the Flow Sheets as a potential option and is working with Streamline to determine if this is possible. This would require someone to "lock" the Inquiry. The ability to "unlock" the record and make changes would be permissioned to only supervisory staff. | SysAdmin | 6 | Parking Lot | Essential Modification - Functionality is not present |
| Uploading Documents via Scanning/Upload Function capped at 25 mb - request to increase to 100mb | When uploading documents via the scanning/uploading feature, document size appears to be capped at 25mb per document. A county is requesting that this be increased to 100mb. | SysAdmin | 6 | | Optimization - Functionality is present but very clunky |
| Be able to move, relabel, or hide fields without Streamline development effort | CalMHSA is requesting the ability to move, relabel, and hide fields on a screen without requiring Streamline development effort. | SysAdmin | 6 | | |
| Create a Letter Template Wizard | An easier method of creating letter templates that do not require all the back-end creation that is currently required. | SysAdmin | 7 | | Enhancement - Would be nice to have |
| [Enh] - Documents (client) - how to meta tag documents as 'Medical Record' | We need to find a way to indicate, especially to med records, which client documents actually constitute their medical record and are, for instance, discoverable. There are a number of documents that display in 'Documents (client)' that are not considered part of the medical record. | SysAdmin | 7 | | Essential Modification - Functionality is not present |
| Train Portal: Unread messages do not display in the messages function or the widget | This was originally reported as a bug. Only the initial message sent from a staff member to a client appears in the client's messages. Any replies to that message do not appear. | SysAdmin | 8 | Parking Lot | Essential Modification - Functionality is not present |
| Add military time support to SmartCare | Military time, or 24-hour time, is often used in 24-hour settings, such as crisis units, residential facilities, and inpatient hospitals. Currently most fields in SmartCare do not accept the input of military time, or if they do, the field requires a colon to accept the time (e.g. 13:15, but not 1315). We've also heard from counties that it would be nice to be able to select how you prefer time to show (e.g. an inpatient nurse prefers 1315, or 13:15, but an outpatient nurse prefers 1:15p). | SysAdmin | 8 | Waiting Additional Details from Streamline | Industry Standard - Functionality requires workarounds |
| Hotkey Hover-Help isn't obvious | CalMHSA is currently using Walk-Me to provide hover-tips. However, sometimes this is clunky, such as when a popup shows over a Walk-Me icon. SmartCare has a built-in method for System Administrators to create hover-tips, but the associated icon is not clear. We had requested very early on in the EHR project to have this icon match Streamline-created hover-tips. This is not something CalMHSA will pay for, but was something we recognized early as a "nice to have". | SysAdmin | 8 | | Enhancement - Would be nice to have |
| Add/delete items at scale (example: figure out a way to quickly add more than 1 staff/user to a new program) | Right now when creating a new program, you can't add staff to the program in the program set-up. You have to go to each staff/user profile and add the new program manually. This is very tedious and time consuming. There are numerous other examples of not being able to work at scale. This includes being able to add multiple programs to a user's account at once but having to remove programs one at a time. We're trying to make these types of processes more user-friendly and efficient. | SysAdmin | 9 | Parking Lot | Optimization - Functionality is present but very clunky |
| Need a way to see what is included in the Primary-to-Affiliate sync and to be able to manage it | CalMHSA's environment syncs with the environments of county affiliates. CalMHSA is looking to be able to see what items are currently syncing and at what level. | SysAdmin | 9 | Awaiting Streamline Requirements Doc | Essential Modification - Functionality is not present |

Initiatives Report

| Name | Public Description | Section/Column | Priority 1-10 | Product Management Meeting - Status | Need Determination |
|---|--|----------------|---------------|-------------------------------------|--|
| Need a way to see a field is required without having to click on anything | In SmartCare, fields that are required in order for the user to save or sign a document are not clearly marked as such. When a user tries to save or sign, SmartCare will run validation checks and inform the user why they cannot save or sign. This does not label the field itself, but merely references which fields are required. CalMHSA is requesting to have required fields be clearly identified without the user having to attempt to save or sign. | SysAdmin | 10 | Parking Lot | Industry Standard - Functionality requires workarounds |
| Add a pop-up at login that lets users know that changes have been made - acknowledge and doesn't show up every time they log in | Changes are often made to SmartCare, such as new deployments or changes to configurations. We've heard from counties that end-users aren't always made aware of these changes. To ensure users are made aware, CalMHSA is considering a pop-up at login that describes any changes made to SmartCare since their last login. | SysAdmin | 10 | Parking Lot | Enhancement - Would be nice to have |
| Adding Programs to Rx Module to allow for CDAG of prescriptions & related documents | The e-prescribing module of SmartCare is not being CDAG'd. This is to allow prescribers to see all of the medications a client is on, which is generally required by the DEA, especially around controlled substances. However, since the data entered into this module does not have an associated program, when that data is pulled back into SmartCare, that data cannot be CDAG'd. This has the potential to result in breaches in the same way that seeing the author of a document is a known SUD Counselor, so too would seeing a prescription written by a known SUD prescriber. Since medical staff already have access to the non-protected information via the e-prescribing module, they are also allowed access to the non-CDAG'd screens in SmartCare that shows the same information. Staff who do NOT have access to the e-prescribing module are not granted permission to view these screens. This often results in the non-medical direct-service staff not being able to see what medications a client is currently prescribed, which can limit care coordination. | SysAdmin | 10 | Parking Lot | Essential Modification - Functionality is not present |