

MPATH Care Management Module Organizational Change Management Project, Email Communication for 10/20/2020

Subject Line for Email: Post-Implementation Supports, PSP Assessments, and Therap Conversion

Hello,

I have a few important updates for you as we move closer to MedCompass implementation. User Acceptance Testing (UAT) with our large group has ended, thank you to all of our volunteers for participating. In the short future we will have smaller UAT sessions to continue testing a few remaining items.

In order to support you after implementation and training, we have identified MedCompass coaches to help facilitate any questions or issues you are experiencing. The MedCompass coaches will be holding Office Hours following MedCompass implementation. The Office Hours will be a time where DDP staff, case managers and providers can ask questions about MedCompass related to our business processes. I will provide more information soon about the MedCompass coaches and the Office hours.

Personal Support Plan (PSP) Assessment

The PSP is the largest piece of work staff, case managers and providers will engage with in the MedCompass system. Currently, the PSP is a Word document completed by the case manager, with input from the member and the team, and uploaded (along with other supporting documents including the Small Tools and the Healthcare Checklist) into Therap. In the new MedCompass system, there are two components of the PSP, the PSP Assessment and the Care Plan. The visions, goals (currently referred to as outcomes) and objectives (currently referred to as actions) that are in the PSP Word document will be housed in the 'Care Plan' section in the MedCompass System. Providers should be aware that the case manager will create the PSP 'Assessment' in order for providers to begin working on the Assessment. Provider responsibilities with the PSP process will not change. Currently in MedCompass, there cannot be more than one person in the PSP Assessment (or any other assessment) at the same time. While AssureCare is working on a fix for this issue (which will allow users to see if another user is actively editing the PSP), case managers will create the Assessment and coordinate a schedule with providers for access to the Assessment. The case manager will need to create the Assessment in MedCompass 90 days in advance of the PSP meeting to ensure there is adequate time for pre-PSP work to be completed. The case manager will combine the PSP Assessment and Care Plan and a final product will be created in MedCompass that looks like the current PSP Word document. More information about the Care Plan will be shared in our communication next week.

Therap Data Conversion

As we communicated in a previous email, we are currently planning on converting the Plan of Care documents, T-logs and Provider site/team configurations to the MedCompass system. As you recall, beginning July 1, 2019, case managers uploaded Assessments (and supporting documents) in the Individual Support Plans section of Therap. Therap and AssureCare are working to convert the PSP located in the Individual Support Plans in Therap to MedCompass. We will also be converting the Therapy Logs (or T-Logs) over to MedCompass. The PSP and T-Logs will be available to view in MedCompass when we goes live. Therap will remain available after MedCompass implementation so other information can still be accessed; however, you will be required to enter any new PSPs and case notes into MedCompass. DDP will communicate a date when you can no longer enter PSPs in Therap, as soon as that date has been determined.

PublicKnowledge

Although, we have determined there are too many secured communications (SCOM) to convert to MedCompass, users will have at least the remainder of FY21 to save any needed messages on their own. There will be an opportunity to consider pulling more data from Therap and converting it to MedCompass in the near future.

To provide feedback on the plans for Therap data conversion, please send your thoughts via email to: mtdphhscaregmt@pubknow.com.

Overview of Upcoming Milestones and Dates

Milestone	Dates
Implementation Preparation Activities	9 – 10/2020
Conduct Training	11/2020
Release 1 Implementation	11/2020

Remember to check the MedCompass website for up to date information about the MedCompass project: <https://dphhs.mt.gov/dsd/developmentaldisabilities/medcompasscaremanagementsystem/organizationalchangemanagementmaterials>.

Coming Soon: ServiceNow

ServiceNow is a system that DDP providers will use to communicate to AssureCare to add new users to the MedCompass system. This also includes if AssureCare needs to remove users or edit existing users. Providers will submit a work ticket to add users, remove users, or edit user information. Work tickets will be reviewed and responded to within 24 hours. This is a separate system from MedCompass. There will be a separate training for individuals who will use the Service Now system and more information about ServiceNow is coming soon!

Celebration Corner

We want to share a few of our successes in our MedCompass project! A few recent successes include:

- Completed external UAT for 0208
- Completed the 0208 Training dry run

Thank you to our staff, providers, and MPATH teams for your contributions to our successes!

Q & A Corner

If you have a question, please email mtdphhscaregmt@pubknow.com and I will answer it in an upcoming email.

Thanks!
Lindsey

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Lindsey Carter
Bureau Chief
Developmental Disabilities Program
111 Sanders Room 305
P.O. Box 202955
Helena, MT 59620-2955

406-444-2799
fax: 406-444-0826

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