



Avatar Bulletin

New CYF 0/18 Treatment Plan of Care (TPOC) Form Effective August 3, 2015

July 30, 2015

BHS Change to the TPOC Form

Effective August 3rd, 2015, the new “CYF 0/18 Treatment of Care” form will replace both the “CYF 0-4 Treatment Plan of Care” and “CYF Treatment Plan of Care” forms. The purposes of launching this new form are to:

- Set standardization and consistency across age groups through the use of one centralized TPOC
- Improve the flow of data entry process in Avatar while meeting Federal compliance requirements with Meaningful Use (MU) guidelines.
- A new report has been created for the form being implemented, “CYF 0/18 Treatment Plan of Care Report”.

NOTE: Meaningful Use is using certified electronic health record (EHR) technology to: 1) improve quality, safety, efficiency, and reduce health disparities, 2) engage clients and their families, 3) improve care coordination, and 4) maintain privacy and security of patient health information.

The addition of a “Problem List” to the TPOC is the biggest change in the new form and is a requirement for MU standardization. The “Problem List” allows providers to identify the most important health factors for each of their clients. These items are identified based on a library called SNOMED CT (Systematized Nomenclature of Medicine - Clinical Terms), which is a Federal registry which includes both medically-related disorders and behavioral health/substance use.

Implementation Procedures

1. Existing draft Treatment Plans will continue to be available for viewing by using the corresponding reports.
2. Existing CYF TPOC due widget and reports will remain unchanged.
3. Existing treatment plans do not need to be modified or re-established until they are due.
4. Any new Treatment Plans that need to be completed must be done using the new form. Given that this is a new form, the pull forward function will not work the first time you enter data into the new treatment plan for an existing client. However, subsequent plans will pull forward from the prior treatment plans.
5. Objective libraries are no longer available in Avatar. Refer to the attached spreadsheet for reference.
6. Please refer to the training guide for detailed instructions (on technical use of form and clinical guidelines for what to enter in required fields) and screen shots.
7. A Vimeo will be available on 8/3/15 via the Avatar User Support website (<https://www.sfdph.org/dph/comupg/oservices/mentalHlth/BHIS/avatarUserDocs.asp>).

8. Classes are available for staff to receive hands-on training. The classes listed below are open to Avatar Champions or leads at the programs that will take the information and share it with co-workers. Additional sessions will be added that will be open to all staff.

CYF TPOC Training Sessions for Avatar Champions

Date	Day	Time
August 3	Monday	10am to 12noon
August 3	Monday	1pm to 3pm
August 13	Thursday	1pm to 3pm

Contact the Avatar Help Desk to register for training.

Need Help?

- If you need assistance with the use of the form, contact the Avatar Help Desk at 415-255-3788 or via e-mail at avatarhelp@sfdph.org
- For questions pertaining to policies and practices associated with the CANS CYF 0/18 Assessment forms, contact [Farahnaz Farahmand](mailto:farahnaz.farahmand@sfdph.org) at 415-255-3635 or farahnaz.farahmand@sfdph.org.

Below are a set of FAQs. If you have questions not addressed below or through the user guides, please contact us via the Avatar Help Desk.

Frequently Asked Questions

Q. We definitely need more hands-on or phone consultation training. Will there be a chance that we can preview the Vimeo also to see if having more guidance in terms of finding the SNOMED codes and explanation of each field?

A. A Vimeo will be available on 8/3/15 via the Avatar User Support website (<https://www.sfdph.org/dph/comupg/oservices/mentalHlth/BHIS/avatarUserDocs.asp>).

Live training dates are indicated above and TA can be offered through the AVATAR help desk, as needed.

Q. After the roll out of the NEW treatment plan, how long will the OLD treatment plan will be available for people to finalize the OLD treatment plan before the OLD TPOC being phased out completely?

A. The OLD Treatment Plans will not be available to Providers, please be sure to Finalize all Treatment Plans by July 31st, 2015. A Bulletin was sent to all Providers on July 17th, 2015 advising Avatar end-users of this restriction.

Q. If the OLD treatment plan and NEW treatment plan (sharing the similar names) are both available during the phasing in and out period, how do we differentiate the 2 treatment plans?

A. The old Treatment Plans will not be available to Providers, please be sure to Finalize all Treatment Plans by July 31st, 2015. This includes Approving Treatment Plans in "Pending Approval" Status.

- Q. Understanding that we could put a future date on the TPOC Plan Started Date to coincide with the Anniversary Date. For example, if the case is opened on July 1, 2013, a clinician started working on the new plan on June 18, 2015, and finalized the plan on June 20, 2015, but put July 1, 2015 as the Plan Started date.
- A. Yes, you can put a future date on the Treatment Plan that matches the Episode Anniversary Date, but the Widget and Reports look at the Date Finalized.
- Q. TPOC widget will show the “Last POC Finalized” date as June 20, 2015 or July 1, 2015?
- A. The Widget will show “Date Finalized” as June 20, 2015 but will not show expired if you complete a plan within 30 days prior to the Episode Anniversary date.
- Q. Can Avatar include the client’s Episode Opening Date on the client data profile (top of page) while working on TPOC to remind clinicians the date of Episode opening.
- A. Sorry, currently Netsmart does not include this on the top of the page. It’s a really good idea though.
- Q. Can the Draft of Treatment Plan being deleted or removed if entering by mistake?
- A. Currently, there is no option to delete a plan from the Plan Page (I realize clinicians have that option with Assessments). I’m not sure what the CYF policy is on Deleting Treatment Plans (e.g. Should Medical Records be in charge of this? YES.)
- Q. What is the Type Column (Primary/Secondary) of the PROBLEM list stands for? What Primary means? What Secondary means?
- A. This could be verified best by Netsmart, but my interpretation of it is similar to how you list "primary diagnosis" on the diagnosis page if there are multiple diagnosis listed. You would list the "primary" problem being addressed in treatment and the secondary (if applicable). Please note that this field is optional.
- Q. For symptoms/problems not listed on SNOMED search list, how could we find the code (e.g. poor self-esteem, relational problem with parents)? I attempted to type something inside the OTHER box (next to the PROBLEM box) on the second page, the program did not allow me to enter anything in the OTHER box. What can we enter in the OTHER box? How can we enter in that OTHER box?
- A. If you search for "poor self-esteem" it does appear as one of the SNOMED Code options. While "relational problem with parents" isn't a code, if you enter "relation" "parent/child conflict" does come up. The "Description of the Problem" only overrides the code in the tree outline. The problem code still generates to the "problem list". The list is very exhaustive and I have generally been able to find anything I have looked for, but the "other" text box becomes activated when you enter the problem code "Other".

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