Office of Information Technology Services
Substance Abuse and Mental Health Application Support

Progress Report - FASAMS Get Well Plan 1/15/2020

1. Defined Workstreams Scheduled Completion

The following table provides the estimated completion of each of the distinct workstreams designed to address this project's objectives.

Description	Estimated Completion
Resolve Legal Concerns	Complete
Analyze Help Desk Tickets	1/17/2020
Contract Staff Augmentation	Complete
Conduct site visits	Complete
Implement short-term improvements	5/1/2020
Implement long-term improvements	8/1/2020

2. Recent Activities

The following section describes recent activities pertaining to each of the distinct workstreams designed to address this project's objectives.

2.1. Resolve Legal Issues - Complete

FEI's management and legal counsel adequately addressed each of DCF's concerns. This workstream is complete.

2.2. Analyze Help Desk Tickets

The team has extracted details from Help Desk tickets submitted from FASAMS and completed preliminary analysis. Members of the Enterprise Data Management team have created a Qlik App that will enable our team to complete a more thorough analysis. The goal of this analysis is to and identify patterns that might help improve the system.

2.3. Contract Staff Augmentation

OITS has contracted staff augmentation services to perform a full Quality Assurance (QA) test of the system (as recommended in user experience assessment completed earlier this year), serve as a technical advisor to the team, and the help with planning for the future of FASAMS. Members of this team participated in our visits with our three southern-most Managing Entities and some of their providers.

One of these team members is on site this week and has begun work associated with the quality assurance task.

2.4. Conduct Site Visits – Complete

This table lists the completed and scheduled visits with each of the Managing Entities and some service providers.

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Managing Entities and Providers	Date Scheduled	Date Completed
Big Bend Community Based Care - BBCBC	N/A	N/A
DISC Village	11/4/2019	11/4/2019
Apalachee Center	11/5/2019	11/5/2019
Central Florida Behavioral Health Network - CFBHN	11/19/2019	11/19/2019
SAS Tampa Bay	11/19/2019	11/19/2019
Gracepoint	11/19/2019	11/19/2019
Central Florida Cares Health System - CFCHS	11/20/2019	11/20/2019
Aspire	11/20/2019	11/20/2019
Circles of Care	11/21/2019	11/21/2019
Southeast Florida Behavioral Health Network - SEFBHN	12/10/2019	12/10/2019
Drug Abuse Treatment Association, Inc.	12/10/2019	12/10/2019
South County Mental Health Center	12/10/2019	12/10/2019
Broward Behavioral Health Coalition - BBHC	12/11/2019	12/11/2019
Henderson Behavioral Health, Inc.	12/11/2019	12/11/2019
Broward Addiction Recovery Center	12/11/2019	12/11/2019
South Florida Behavioral Health Network - SFBHN	12/12/2019	12/12/2019
Citrus	12/12/2019	12/12/2019
Banyan	12/12/2019	12/12/2019
Lutheran Services Florida - LSF	12/20/2019	12/20/2019
The Centers (and other providers)	12/19/2019	12/19/2019
Gateway Community Services (and other providers)	12/20/2019	12/20/2019

The team has also completed meetings with several other FASAMS stakeholders, including:

- EHR providers (Netsmart, Credible, and Streamline),
- Facility Stakeholders, and
- Data service providers (e.g. Carrisk).

The team has completed meeting summaries for each of these meetings and is soliciting feedback from meeting attendees. They are now working on the summary report that includes observations, challenges, opportunities, and recommendations.

2.5. **Implement Short-Term Improvements**

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The team has worked with the Managing Entities to evaluate and prioritize recommendations from the user experience and technical assessments of FASAMS completed by a third party earlier this year. Next, the team worked with the department's business partner (FEI) to schedule system enhancements to implement these recommendations. Some have already been implemented in the system, several will be included in the next quarterly release on 2/1/2020, and others will be implemented in the 5/1/2020 quarterly release.

On 12/17/2019, SAMH staff modified the validations rules so that transfer admissions are no longer required for each change in treatment setting. This was the chief concern voiced by users in the field. This change should make it much easier for managing entities to get their service records into the system.

On 1/14/2020, SAMH hosted a meeting of the Data Advisory Committee. The main purpose of the meeting was to provide an update on the status of the FASASM Get Well Plan and to discuss proposed revisions in the next version of Pamphlet 155-2 (version 14) that outlines FASAMS's data requirements for the version of the application that will be released on 8/1/2020. The committee was not able to come to a consensus one a few items. The FASAMS support team will schedule additional meetings next week to resolve details associated with version 14 of the pamphlet.

On 1/15/2020, SAMH turned off a validation rule that stated when a service event is submitted, the Provider Site it is submitted to must already be set up with the same Treatment Setting, Program Area Code, and Covered Service in the Provider data set. By turning this rule off, the MEs are now allowed to submit Service Events to any site even if it has not been set up to provider those treatment setting, program areas, or covered services. Additionally, this means the MEs do not need to change the SiteID on the Admission to be able to get their Service Events successfully submitted to the system.

FEI is also implementing improvements to the infrastructure (e.g. caching, indexing, etc.) that will improve the performance of the system.

2.6. **Implement Long-Term Improvements**

DCF has committed to providing a minimum of six months for stakeholders to prepare before any new data structure changes. The first draft of changes to Pamphlet 155-2 has been completed. The team is still evaluating a few additional changes for possible inclusion in the next version of the Pamphlet.

The team conducted a gap analysis of FASAMS data elements. The primary purpose of the analysis was to evaluate each data element and compare it to the Department's various reporting requirements. A few data elements may be modified or removed from the next version of the Pamphlet based on this analysis.

While the team's goal was to have the new version of the Pamphlet completed, approved, and published by 12/31/2019, current estimates indicate this will not happen before 1/17/2020.

3. Other Activities

On 1/8/2020, several members of the team observed a demonstration of the applications Central Florida Behavioral Health Network (CFBHN) uses to manage contracting, budgeting, invoicing, and

data collection. This demonstration was very informative and helped us better understand opportunities for HQ SAMH systems to integrate effectively with these processes.