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DMHA Gatekeeper Announcements

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From: Bergen, Rhonda R <Rhonda.Bergen@fssa.in.gov>

Good morning everyone,

As we find ourselves starting a new fiscal year, DMHA is excited to announce some updates that will hopefully enhance your role of gatekeeping liaison.

First, as you are aware, DMHA has been working with our Viewpoint vendor to address updates and roll-outs to the system. We always thank you for your patience as we progress through this process.

The pre-discharge & discharge sections of Viewpoint have changed to better align with our new SPH electronic medical record. Pre-discharge & discharge packets are now pulled from Cerner and uploaded into a single file instead of several file uploads. We also incorporated your feedback on reducing the size of the packets and deleting duplicate documents you may already have on file.

Additionally, we have worked to clean-up your patient lists. Thank you for working closely with me to process these through the system. Patients discharged between July 2019 – April 2020 should now have a pre-discharge and discharge in place. You may now complete the 30 & 60 day follow-up to finish removing the patients from your active roster. We will be working with the SPHs to make sure they are authorizing your follow-ups to help move these patients through the system.

This month the SPHs will also be continuing the clean-up for any patients discharged in May & June. The process will be the same as I conducted. Please make sure you watch your desktop tabs for action to be taken. Any patient currently on the pending discharge list will have the pre-discharge packet previously sent to your attention loaded in Viewpoint. We ask that you please review and authorize these asap. Until all packets are loaded in the system we will be using the readiness dates from the pending discharge list. If you need to verify your readiness list please contact Shelby.Hicks@fssa.in.gov. Going into August, any remaining clean-up needed to your patient roster, please forward to the designated social worker and request a pre-discharge, discharge, or follow-up to be processed to remove them.



Secondly, as of July 1, changes to the timely discharge performance measure were implemented. As you recall, the target for transition is now reduced to 45 days. Forensic patients determined ready for discharge will now also be included in the measure. I have included a copy of the updated measure for your reference and it will also be included in the new performance measure manual. As forensic patients are determined discharge ready, OGC will continue to forward the pre-discharge packets to you in Viewpoint upon receipt from the SPH. DMHA will be exploring the development of a routine report identifying patients which you may be future gatekeeper for to help with this process. With each population, we encourage you to actively participate in monthly treatment plan meetings to stay informed of patient needs and readiness. We will be working with SPHs to standardize notices for these meetings so you or a proxy from your gatekeeping team may attend.

Finally, we are very excited to announce DMHA will be hosting monthly virtual gatekeeper meetings. With the 'new normal' we acknowledge it may be difficult to attend local Continuity of Care meetings. We want to offer you an easy convenient way to receive the same information and updates. DMHA, as well as, SPH representatives from each hospital will be available. Please watch for announcements and invites! As always, we will be looking for your feedback on how to make these meetings productive and beneficial.

We hope you have a safe enjoyable holiday weekend & we look forward to our continued partnership this fiscal year.

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