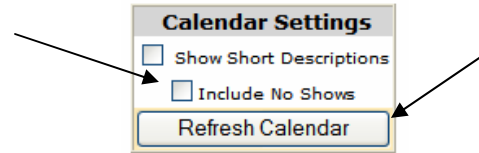


## Encompass Update: New Forms, New Features, Revisions

Date: November 2007

*Tip of the Month:* Are you frustrated when appointments disappear from your schedule after the status is changed to no show? When viewing your appointment book, check the "Include No Shows" box and then click on the Refresh Calendar button. This will show all "No Show" appointments.



Send suggestions for tips to sproatj@ewashtenaw.org

| CHANGE  | ESTIMATED ROLLOUT | PRIMARY USERS                                     | TYPE        | DETAILS OR INSTRUCTIONS   |
|---|-------------------|---|-------------|---|
| Incident Reports                                    | November          | Providers, Clinicians, Supervisors, Support staff | New Module  | Since November 1, over 200 incident reports have been entered into Encompass. Thanks to everyone for your feedback on the system since it went live. A quarter of the reports have yet to be reviewed, so be sure to go to "Peer Review Documents", then click "Review and Sign-off on Incident Reports" to see if any IRs need your attention. |
| Provider Relation module revised                    | November          | Providers, Network Management, Clinicians         | Enhancement | The area of Encompass that stores provider contracts and fee schedules was revised. When entering an authorization, the headings above some CPT codes have been changed. If you are not able to find a CPT code that you need to authorize, contact Jackie Sproat: wchohelp@ewashtenaw.org  |
| Family Plan Phase II currently being tested         | January           | Clinicians  | Enhancement | A new family progress note is currently being tested. Writing a family progress note will work the same as the group progress note--you can enter the day, time, location, etc. and a narrative applicable to all who attended a session, then quickly enter an individual progress note for each family member who attended.                   |
| New Print format and View History list being tested | December          | All staff   | Enhancement | Each time a document is signed, a snap-shot will be archived. You will be able to view or print documents as they appeared before being amended.  |
| Appointments  | Spring 2008       | Clinicians, Support staff                         | Enhancement | The Community Mental Health Partnership of SE Michigan's Affiliation Executive Committee (AEC) has charged that a system be developed where optimum use of an affiliate-wide scheduling package is in place. The intent of the AEC in   |

|                                 |             |            |             |  |
|---------------------------------|-------------|------------|-------------|--|
|                                 |             |            |             | setting this charge is that scheduling client appointments in Encompass will provide better customer care and more reliable data. A regional workgroup has been formed to develop a standard, common, efficient process/procedure across the affiliation so that 100% of consumer contacts could be scheduled and/or documented in Encompass. In order to accomplish this goal the existing appointment module will be improved. Thanks to all who filled out the Appointment survey, your input will be used in determining how the Encompass Appointment book can be improved. Watch for news on what will change in future Encompass updates. |
| Community Living Supports (CLS) | Spring 2008 | Clinicians | Enhancement | Payment for services will be based on staff hours instead of client hours. Service data will be reported to the state based on actual client hours used. The current CLS budget will be replaced by a new CLS assessment form. When this assessment is completed it will generate an authorization.  |

If you would like to request a change, enhancement, or report, contact your Encompass Liaison:

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