

MPATH Care Management Module Organizational Change Management Project, Email Communication for 8/14/2020

Subject Line for Email: 0208 Phase 2 UAT begins and MedCompass thoughts from a Workgroup Member

Dear Region Staff and Providers:

Phase 2 of 0208 User Acceptance Testing (UAT) began earlier this week. Phase 2 includes staff and providers testing the MedCompass system and identifying any potential issues before we implement. This is alongside our Phase 1 testing group. UAT should last through late August 2020.

At the completion of Phase 2 of UAT, our plan is to have the training schedule in place, and I will share it with you all. As a reminder, I sent out a survey at the end of last week asking how many individual providers intend to send to training. If you are a provider, please visit the survey at <https://www.surveymonkey.com/r/3W56PXM> [surveymonkey.com] and complete it as soon as possible. We will use the responses that we receive to construct the training schedule.

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

MedCompass will streamline our work! Thoughts from Jenn Conners, MedCompass Workgroup Member and Quality Improvement Specialist, Region 5:

I am optimistic that MedCompass will streamline the multiple Microsoft Word documents so we can make sure everyone working in the system is on the same page. I am also hopeful that MedCompass will improve our PSP process. For those of us working in the DDP system, MedCompass is going to be a huge part of our daily job. Because we will have the ability to look at plans closer to real time, MedCompass will offer the ability to update plans more frequently. In the PSP, we will be able to update specific objectives that aren't realistic anymore or no longer serve to meet members' needs. AssureCare has done a good job of getting to know our system and making sure our needs will be met in MedCompass. The AssureCare team does a nice job of addressing issues that have come up during testing in a timely fashion.

Be open minded about MedCompass and be patient with yourself as you learn. It will look a little different than what we are accustomed to, hang in there and stick with it. MedCompass will have long term benefits in streamlining information so we can better serve our members.

Celebration Corner

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

- The team has resolved a majority of issues identified by the team that arose during Phase 1 UAT
- Beginning 0208 Phase 2 UAT

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

Q&A Corner

PublicKnowledge

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

Thanks!

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