

COLOR CODED KEY

	Team has adopted the feedback
	Team has addressed the feedback
	Team does not understand feedback
	Feedback will not be relevant under new PASARR process
	Feedback is outside of the scope of this project

Dates

10/10/2018
 10/17/2018
 10/23/2018
 10/24/2018
 10/30/2018
 11/1/2018
 11/9/2019
 11/29/2018

Stakeholder Feedback Locations

Wayne County
 Ingham County
 Kent County
 Kalamazoo County
 Isabella County
 Washtenaw County
 Oakland County
 Grand Traverse

Webinar
 Webinar
 Webinar

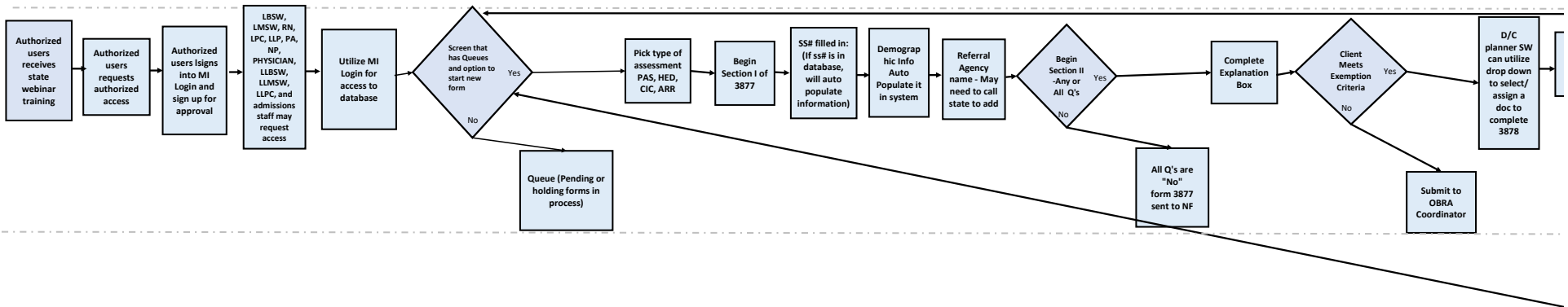
Reschedule:
 Marquette
 Sault St. Marie
 Gaylord

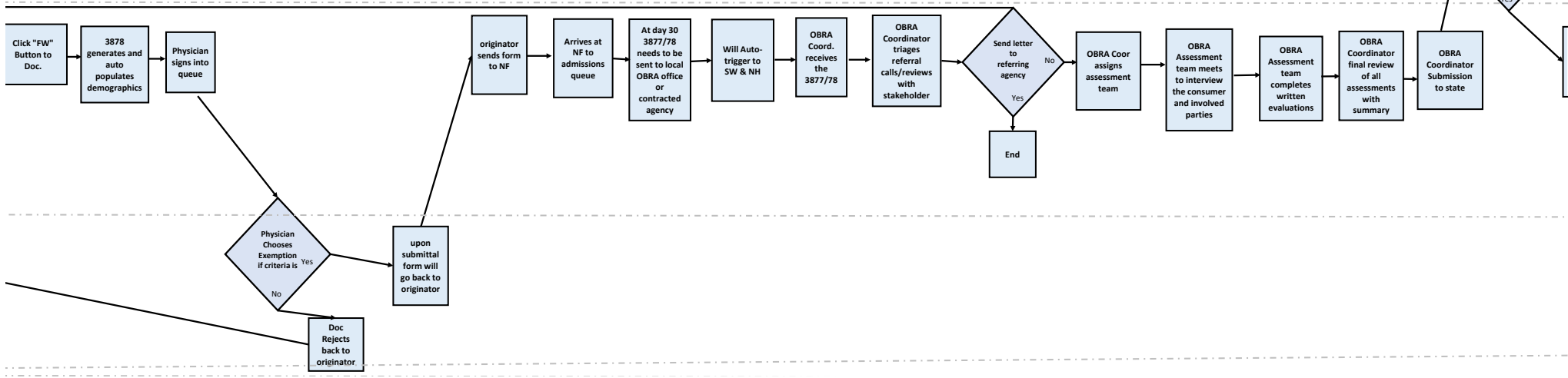
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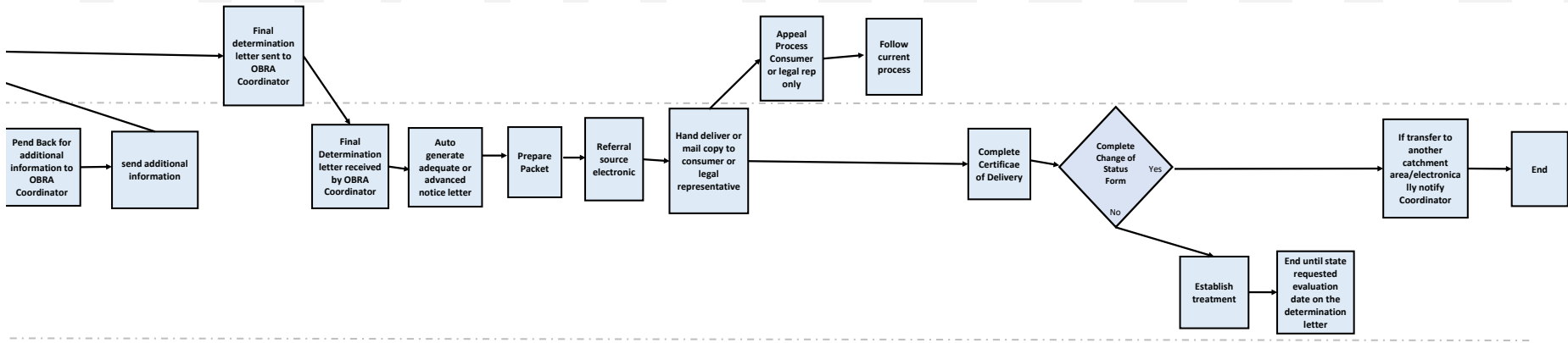
State of MI

OBRA Coordinator

Physician







Stakeholder Feedback Traverse City - 11/29/18 Session: 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
1	Authorized users receives state webinar training	Have rural areas been considered and represented?	Team has addressed the feedback	Yes- smaller hospitals and nursing facilities are being used as pilot sites in addition to larger hospitals.
All		Can you come and do a powerpoint training to Munson Dr's.	Team has addressed the feedback	There will be a webinar available.
		Can you add the ability to upload supporting documents?	Team has addressed the feedback	This is being discussed with IT.
21	Demographic Info Auto Populate it in system	What would protocol be for mailing address for someone that is homeless?	Team has adopted the feedback	Working with IT on this- goal is "Homeless" will be an acceptable address.
2		How does Erroneous info get corrected by OBRA team	Team has addressed the feedback	Working with IT on having OBRA send erroneous forms back to referral source for correction.
21	Demographic Info Auto Populate it in system	From Where?	Team has addressed the feedback	If already been completed, it will upload. Otherwise, it will need to be entered fully the first time but will auto-populate on the 3878 from the information on the 3877.
		For drop down please make it so we can type 1st letter so we don't have to scroll every hospital & nursing home listed.	Team has addressed the feedback	There will be drop down boxes with the names of facilities and hospitals.
29	Complete Explanation Box	If OBRA declines to perform Assessment, how is that handled?	Team has addressed the feedback	There will be letters from the coordinator that indicates the decision.
33	Submit to OBRA Coordinator	What is the plan for backup during down time?	Team has addressed the feedback	The database has experienced a maximum of 2 hours of downtime. Staff will have to wait until the database is back up to complete documents.

Stakeholder Feedback Traverse City - 11/29/18 Session: 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
35	D/C planner SW can utilize drop down to select/ assign a doc to complete 3878	Can 77 be modified by another case manager once signed?	Team has addressed the feedback	Once it has been signed, it cannot be modified. However, if it is in process, working with IT on having multiple professionals able to see/edit forms in queue.
35	D/C planner SW can utilize drop down to select/ assign a doc to complete 3878	How do meds get updated? How does 77 Y or N be modified if incorrect?	Team has addressed the feedback	See above.
		Send verbage to Marshal to give to court to put on petition for emergency guardianship.	Team has addressed the feedback	
		Will there be reminder of 30 days & annuals?	Team has addressed the feedback	That is the goal.
57	OBRA Coord. receives the 3877/78	Will there be a spot for NF and coordinator contact & communication notes?	Team has addressed the feedback	We are working with IT to have a separate narrative area similar to a fax cover sheet.
57	OBRA Coord. receives the 3877/78	How will the coordinator/team @ CMH be notified of a 3877/78 submission?	Team has addressed the feedback	It will be in the queue. They will need to continue to look for referrals.
57	OBRA Coord. receives the 3877/78	What if DD is accidentally selected? Can changes be made?	Team has addressed the feedback	See above on Line 13.
		When will these screenings take place at the hospital/how long prior to DC	Feedback is outside of the scope of this project	
		If the N ot SMI form goes electronic please add a place to type narative!	Team has addressed the feedback	This is currently part of the letters being reviewed for final draft.
		Will the new process increase the turn around time on a level II screen?	Team has addressed the feedback	No, the process has not changed and neither have the turnaround timeframes.

Stakeholder Feedback Traverse City - 11/29/18 Session: 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
		How long will this process take once patient had DC'd to home -> then needs to come to a SNF	Team has addressed the feedback	There is no change from current process.
		Will the completed forms come through Ensocare or Vra Fax Allsciots, etc? or can they?	Team has addressed the feedback	Working with IT to determine if the system can be entered into other medical records.
		How will it be given to the sources outside the hospital? Like Dr Office	Team has addressed the feedback	There will be a webinar available and the specific offices can work with their area OBRA Coordinator like they do now.
		Timelines - 2 - 7 days for a screen to get to a SNF is not what is in the best interest of our patients - How can we change this? :)	Team has addressed the feedback	The Level II will be sent to the nursing facility electronically and will not take 2-7 days. A Pre-Admission Screen Level II can take 4 business days to complete per federal guidelines.
No #		Can we add a delirium exemption?	Feedback is outside of the scope of this project	
105	End	How long is the form kept available/stored for return viewing?	Team has addressed the feedback	Until it is completed or deleted by author/group.
3877 Form				
2		How to continue with submission without the ss#?	Team has addressed the feedback	Call the local OBRA Coordinator.
		This is not realistic - how are we going to assure consumers have their paperwork?	Team has addressed the feedback	The OBRA Team needs proof that there is a legal representative in place to provide legal consent. This is a step that adds to the assessment process which will decrease the length of time it takes to complete the assessment since it will already be available to assessors.

Stakeholder Feedback Traverse City - 11/29/18 Session: 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team
Idealized Design				
20		Will not having these up & ready really delay transfer/completion.	Team has addressed the feedback	See above.
20		This is combersome why not allow hopsital to fax guardianship paperwork to SNF once facilitiy has accepted	Team has addressed the feedback	See above
17		Is there an effort by CMH's to address formal MHPOA w/mental ill clients? As guardianships are timely & difficult to obtain once in the hospital. &/or are CMH's willing to petition when needed & appropriate	Feedback is outside of the scope of this project	
29		What happens if we have several SAR options PT wants but specific SAR has not been identified yet	Team has addressed the feedback	The form can be sent to multiple nursing facilities but will need the final decision prior to sending Level II electronically.
		Can the 77 be updated/changed then resubmitted how often?	Team has addressed the feedback	Once it has been signed, it cannot be modified. However, if it is in process, working with IT on having multiple professionals able to see/edit forms in queue.
		Question 7 - permanent mailing address can this be skipped this may be difficult to confirm a ascertain sometimes	Team has addressed the feedback	No, this cannot be skipped- there needs to be an address listed.

3878 Form

Stakeholder Feedback Traverse City - 11/29/18 Session: 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
9		PT Does not have formal Dx of dementia. Pt showing S/S of dementia but hospitalist does not know pt well enough to dx dementia	Team has addressed the feedback	This process has not changed- cannot use a dementia exemption without a diagnosis of dementia.

Stakeholder Feedback Location Ann Arbor - 11/1/18 Session: 1pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
All		How we do we address out of state (NF) admissions - what do we need Monroe ...	Team has addressed the feedback	The process has not changed.
1	Authorized users receives state webinar training	Engage Hospital systems for an automatic enrollment process	Feedback is outside of the scope of this project	
1	Authorized users receives state webinar training	Need statement of understanding/agreement for state --> Federal OBRA communication	Team has addressed the feedback	We will explore the possibility.
5	Authorized users lsigns into MI Login and sign up for approval	Can you use a site to verify due to volume of new providers/residents? We use PECOS	Team has addressed the feedback	Each individual can establish a log in/password in about 5 minutes.
9	Utilize MI Login for access to database	Electronic link from EPIC/CERNOS ... into the system for hospital users.	Team has addressed the feedback	Certain hospitals are exploring this with EPIC
11	Screen that has Queues and option to start new form	Can a RN/MSW start the forms so an MD/NP/PA can go into MI login or just sign?	Team has addressed the feedback	No. It is out of the scope of practice RN and MSW.
23	Referral Agency name - May need to call state to add	Will the 3877 transmit to OBRA if there is no nursing facility name?	Team has addressed the feedback	Yes. But a Level II cannot be returned without an accepting facility.
35	D/C planner SW can utilize drop down to select/ assign a doc to complete 3878	I have multiple providers that change daily. Can the "assigned provider" include multiple names?	Team has addressed the feedback	We are exploring the possibility.
35	D/C planner SW can utilize drop down to select/ assign a doc to complete 3878	How many times can I change the provider name?	Team has addressed the feedback	We are working with IT on this.

Stakeholder Feedback Location Ann Arbor - 11/1/18 Session: 1pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
43	Physician Chooses Exemption if criteria is met	Will the OBRA response (non-exempt pt with a (+) 3877) go to the MI site? We have to get it there?	Team has addressed the feedback	Yes. It will be submitted back to referral source electronically from the Coordinator.
		Will the OBRA response flag us? Do we need to check over & over?	Team has addressed the feedback	You will need to check as of right now- we will explore options with IT.
47	upon submittal form will go back to originator	Is there the ability to upload form to our electronic record? Instead of print	Team has addressed the feedback	You can save it as a document and upload into the electronic record.
49	originator sends form to NF	How should mistakes be handled to be fixed or corrected? No. 51 IE Meds on discharge summary vs hospital	Team has addressed the feedback	Same as current process. Change in Condition will need to be submitted with original Level I forms.
49	originator sends form to NF	No. 51 - can PASAR be rejected when incorrect from Hospital?	Team has addressed the feedback	No. Errors should be minimized with process. If not, explain in Section A of Psychosocial.
49	originator sends form to NF	What to do if hospitals do not send 3877 to SNF? Does the SNF SW need to fill it out as a CIC?	Team has addressed the feedback	Yes, a Change In Condition should be completed if coming from an out of state facility. If not coming from out of State, a nursing facility should have these forms prior to admission as is the current process.
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	How is a change in condition with a new diagnosis of dementia get submitted at SNF	Team has addressed the feedback	Process has not changed: still a Change in Condition. If primary dementia, complete 3877 and submit to physician for 3878.

Stakeholder Feedback Location Ann Arbor - 11/1/18 Session: 1pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
57	OBRA Coord. receives the 3877/78	How does the OBRA coordinator get the 3877? How flows out?	Team has addressed the feedback	There will be 2 new queues in the State database for 3877s. Everything will "flow out" electronically.
All		Veterans Health Records have additional layer of privacy @ VA Facilities	Team has addressed the feedback	We are exploring possible solutions.
All		How are VA's linking to OBRA in other states?	Team has adopted the feedback	Design Team will contact other state PASARR Programs.
3877 Form				
		If a patient is looking at several nursing homes how do you decide which one to write on 3777? Could you just input "pending"?	Team has addressed the feedback	Yes- but you will need the accepting facility prior to receiving Level II.
		Will date of NH admissions be required to complete form? Often dates change based on how quickly paperwork can be done & other reviews 3777 form	Team has addressed the feedback	It is not a required field.
3878 Form				
		Will there be a process in place to help encourage or ensure that doctors sign into system to see/fill out what is in queue?	Team has addressed the feedback	Discharging patient from the hospital will encourage them. Those initiating 3877 and sending to physician can notify via pager, in person, etc. that a 3878 is needed.

Stakeholder Feedback Mt. Pleasant - 10/30/2018 10-12pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
All	<p>When the 3877's and 3878's get auto routed to the OBRA Coordinators, what kind of forgiveness will there be for time expectations if, for example, a 3877 CIC gets sent from an NCF on a Friday night. Obviously, no coordinator will get that until Monday morning at the earliest. I've talked to a few coordinators with different "opinions" on date stamping. Some would stamp that for Friday, since that is when it was sent. Some would stamp it for Monday since that is when it's received. What's the expected time frame on a referral that is now automatically being tracked in the State Data Base, but it was sent after office hours. It might seem petty, but this particular example would take 3 days off a coordinators time frame.</p>	Team has addressed the feedback	<p>If a referral is received after normal business hours (5:00pm), it is automatically considered the next business day.</p>
	<p>Can we ask Covenant to be a pilot? - Working w/ the case holder training dept now. - CMU med student</p>	Team has adopted the feedback	<p>We will explore the possibility.</p>
	<p>If patient in observation and no facility has accepted can the OBRA team start the process</p>	Team has addressed the feedback	<p>Yes. They do not need to have an accepting facility prior to initiation of assessment.</p>
1	<p>Will have health care nurses or social workers have training or access to fill out 3877 for individuals being referred from home</p>	Team has addressed the feedback	<p>Webinar training</p>

Stakeholder Feedback Mt. Pleasant - 10/30/2018 10-12pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
1	Training webinar to be available online to the SW/RN availability?	Team has addressed the feedback	Yes.
3/5	It will be a major barrier to get the doctors to do this at the hospital. Especially in Gratiot County Mid Michigan Health because the majority of our doctors are locums and will not necessarily have access when they are working for the first time.	Team has addressed the feedback	They will need to register when that catchment area is rolled out.
5	E Signatures/Verification for MDs/Pas/NPs/Sws/ etc. --> all authorized users will take a lot of time. Who is responsible for ensuring this happens for all needed to?	Team has addressed the feedback	Sign up will be completed in phases and should not take more than 5 minutes. Staff and their supervisors are responsible for ensuring this is completed.
9	Hospital MI login - Is there a link from electronic medical record for epic users? What about if there is not internet access available on medical record.	Team has addressed the feedback	Certain hospitals are following up with Epic to determine if this is possible.
All	SNF - gets referral (pt. at home, look up 3877/78 & see ones done, question is if it was done when at the hospital or since was home CD/c'd from hospital 4 days ago	Team has addressed the feedback	New 3877 would be needed as previous one is null and void due to discharge home from hospital.
9	Is this able to be put into the EPIC system for electronic submission? Otherwise I see it being a major barrier for our docs to access a whole new system due to internet access, etc.	Team has addressed the feedback	Certain hospitals are following up with Epic to determine if this is possible.

Stakeholder Feedback Mt. Pleasant - 10/30/2018 10-12pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
11	Hospital How does this change impacct pt in emergency dept or observation status (24 hour stay expected who needs long term care & has mental illness? Or short term rehab (currently, causes many delays)	Team has addressed the feedback	This does not change the current process.
25	What is the definition for routine antidepressant meds? Sometimes just started in the hospital so a new but daily med or a med order is needed	Feedback is outside of the scope of this project	Process remains the same
33	How will they know which OBRA Coord. Office to route 3877 PAS to?	Team has addressed the feedback	The county in which the patient is present at the time the assessment is being requested.
35	hospital - physician completion of form: - anticipate resistance/delays - hospitalist group-providers change - info is already in medical record (ie dx - dementia, coma 30 day rehab) - how does dr access form? Our computers on floor don't have internet.	Feedback is outside of the scope of this project	Internet is required
35	I think there should be a strong plan to form the state of MI to provide awareness to all physicians in the state	Team has addressed the feedback	Please refer MDs to osapartner.net to view powerpoint presentation and stakeholder feedback/responses. In the future, there will also be a letter explaining the electronic system.
35	Will there be some clarification criteria regarding 30 day Hosp. Exempt appropriateness - so many times it's ✓ and not even a possibility	Team has addressed the feedback	It is on the 3878 form.

Stakeholder Feedback Mt. Pleasant - 10/30/2018 10-12pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
35	maybe make webinar & info available to physicians on home page of CHAMPS sign in.	Team has adopted the feedback	We will explore the possibility.
32	Providers will <u>not</u> want to log into another system when they are already having to log into an EHR	Team has addressed the feedback	We are aware but it is required per federal mandate.
39	It's a huge barrier for observation patients at the hospital who are only appropriate for rehab (30 day exempt). Are we expected to do a full OBRA screen for these patients?	Team has addressed the feedback	The process has not changed.
41	Can the queues be embedded in an HER in a hospital system.	Team has addressed the feedback	No. It is a separate system and cannot be merged.
43	Most of the physicians are not diagnosing a patient with dementia to know they meet all the criteria - it is simply listed in the chart as a diagnosis (I'm speaking in the hospital specifically)	Team has addressed the feedback	The process has not changed. If they cannot confirm the person meets all of the dementia exemption criteria, it should not be used and the 3877 should be submitted to the OBRA Coordinator for appropriate follow up.
49	So for potential admits in SNF will we be able to view the 3877-78 prior to admit?	Team has addressed the feedback	Yes.
	Hospital- what is the expected response time for: - Dementia/30 day exempt - on site eval for long term care pt in hospital w/ MI - full OBRA for Developmental Disability	Team has addressed the feedback	The process has not changed.
	Can OBRA coordinator know of the HED prior to 30 day - helps response 2 be aware of possible schedule needs	Team has addressed the feedback Page 16	The process has not changed.

Stakeholder Feedback Mt. Pleasant - 10/30/2018 10-12pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
53	As a non-licensed user, will I have access to send 3877 3878 to the next step in the process? Ex: 30 day exemptions as SNF?	Team has addressed the feedback	No. Only licensed staff can work on the forms.
57	Can an OBRA Coordinator run reports based on the volumes & types of 3877's that came	Team has addressed the feedback	There will be separate queues for PAS and all other referrals (based on turnaround expectations of 4 business days and 14 calendar days).
57	Could OBRA reports also track data on SMI, IDD, dementia, etc that were marked?	Team has adopted the feedback	We will follow up with IT.
	Reports to generate reflecting partials (HED, CIC, DEM) that are not fullscreens but seen F/F?	Team has adopted the feedback	We will follow up with IT.
57	OBRA notification or queue information sent to our e-mail as well for notification.	Team has addressed the feedback	IT determined this is not possible.
59/61	is this like dementia letters or no level II needed letters?	Team has addressed the feedback	Yes.
79-89	could final letter auto route to referral source & coordinator only send to client?	Team has addressed the feedback	Yes! That is our idealized plan.
	If nonlicensed social services, will be able to initiate 77 to be signed by licensed individual?	Team has addressed the feedback	No.
All	*Tracking to assist in doing timely? *Can you see past ones done for the 24 mo Tx info	Team has addressed the feedback	There will be reports to run in advance and asterisks will appear when overdue.
	Will you be able to see previous versions of person's 3877	Team has addressed the feedback	Yes.
	Can we get metrics or reports for the hospitals? - for auditing purposes.	Team does not understand feedback	

Stakeholder Feedback Mt. Pleasant - 10/30/2018 10-12pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
	Can this be embedded into an HER - hospitals are looking at 1 directory for all information	Team has addressed the feedback	Certain hospitals are following up with Epic to determine if this is possible.
	Documentation - how will we be able to place the 3877 & 78 into the EHR ? If we complete on a separate website?	Team has addressed the feedback	Forms can be printed and scanned into records.
	Thx for all your work, I'm sure it will be an improvement once the dust settles.		Thanks!
	Scheduling for SNF's when they are due.	Team has addressed the feedback	Reports can be run indicating when they are due
	Will we be able to accept a resident at a facility without PASARR * what if they try	Team has addressed the feedback	The process will not change- only Hospice 5 day respite or APS referral can be accepted without Level I forms. If they try, remind them that the process will not change.
	Why are annuals still completed on everyone other states do not require this	Feedback is outside of the scope of this project	
	Scheduling would be great	Team has addressed the feedback	Reports can be run indicating when they are due
	Why is it 30 days exempt! Other states do less than 90 days	Feedback is outside of the scope of this project	
	Requiring that uploading activated DPOA papers will be a hardship for the hospitals	Team has addressed the feedback	It is required for Level II screen to ensure legal decision-maker for healthcare is activated and not just stating they are the legal decision-maker.
	Can the state draft a letter/email for doctors re: the changes & that they need to sign up for a login & how to do it?	Team has addressed the feedback	Yes. This will occur in the future prior to the rollout.

Stakeholder Feedback Mt. Pleasant - 10/30/2018 10-12pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
	Please offer the training @ the OBRA conference for OBRA Coordinators rather than having a training in Lansing	Team has addressed the feedback	We are exploring this as an option.
	Who is going to prompt the physicians @ the hospital to sign up for the state website logging? How soon can they start to sign up?	Team has addressed the feedback	OBRA Coordinators will notify Discharge Planning Supervisors with timeframes and instructions.
3877 Form			
17	Hospital - we like to start process for complicated pts before facility has been identified or facility confirmed. How will this work? (ie waiting for accepting facility due to insurance preferred providers, pt with complex medical needs or behaviors).	Team has addressed the feedback	There is not a hard stop for the accepting facility. However, it is required prior to referral source receiving full Level II.
19	What if the patient doesn't have a SSN? (Amish or patient unable to provide- ex. No known family, pt unconscious; has no insurance(no previous in their health system.	Team has addressed the feedback	Will need to work with local coordinator who will work with the State OBRA Office for each individual case.
20	Does the process stop if the activated DPOA paperwork is not uploaded.	Team has addressed the feedback	Yes. But if the DPOA is not activated, it does not have to be addressed in this box.
3878 Form			
	How are doctors to complete form for annuals or change of condition in LTC facility?	Team has addressed the feedback	When the new/annual 3877 is completed, it will trigger the 3878 in the physician queue.

Stakeholder Feedback Kalamazoo - 10/24/2018 1-3pm

Step Number	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design			
	Will we have IT support for issues?	Team has addressed the feedback	Yes- details are being finalized
	Will level II be faxed or also electronic?	Team has addressed the feedback	Only electronic
	Will this infor come from the hospital via electronically? If so, will they (cm) be able to go in & make corrections and resend?	Team has addressed the feedback	Yes it will electronic. Corrections to the form can be made by the referral source. If it is incorrect, a new form will need to be completed as a CIC.
	Can we print for own electronic records?	Team has addressed the feedback	Yes
64,65,66	Can the coordinator upload a PDF or MS Word document to send to referral for Not SMI letter?	Team has addressed the feedback	Ideally, all not SMI letters will be electronically completed in the system.
66	Does this include "died"; "discharged", etc such as situations where the referral would be cancelled after submission to coordinator?	Team has addressed the feedback	Referral source would need to notify coordinator of death or discharge. Coordinator would then complete Change of Status form as done now.
17	DPOA activated maning resident is determined incompetent?	Team has addressed the feedback	Yes- by 2 physician signatures
16	? 3877- DPOA	Team does not understand feedback	
17	? Wording	Team does not understand feedback	
6	If annual or CIC, can NH facility addresses be pre populated or pre programmed?	Team has addressed the feedback	Yes- that is our ideal
	Should the term "dementia" or "neuroactive disorder" be used on all forms?	Team has addressed the feedback	We will look into a change of wording for the forms. If it is possible, neurocognitive rather than neuroactive would be used.

105	It will not be completely paperless b/c we will still have to print off to send level II to snf or scanning for CMH records. Is it possible to send level II electronically to SNF's? Or can they look up level II in database?	Team has addressed the feedback	Level II will be sent electronically to nursing facilities but consumer/guardian still require paper copy. Cannot be linked to CMH charts.
105	CMH still has to print to be scanned into EMR, Any plans to link systems?	Team has addressed the feedback	No- unfortunately systems cannot be linked at this time
	Is this a faster response time?	Team has addressed the feedback	That is the hope
57	Will OBRA coordinator get 30 day exempts prior to 30 days or no?	Team has addressed the feedback	Depends on when the nursing facility notifies them
57	How is the coordinator going to know a 77/78 is in to be viewed?	Team has addressed the feedback	There will be 2 queues added: 1 for PAS and 1 for all other referrals
51/53	If planned discharge date is update and falls after exemption period then the 3877 is forwarded to coordinator. If discharged 3877 disappears from que.	Team has addressed the feedback	Nothing disappears in the queue. Working on an area to send information like a narrative box on the forms or something similar to a fax cover sheet.
51/53	Is there a way for 30 day exemptions APS and Hospice Exemption to stay in NH que and NH has to weekly update planned discharge date.	Team has addressed the feedback	No. 30 day exemptions will be listed in a report run by the nursing facility. Other exemptions will have to be completed by the facility as is the current practice.
51/53	Isn't the nursing home supposed to notify coordinator at day 20 if still in nursing home exemption.	Team has addressed the feedback	No- per the OBRA Manual it is day 25.
	? Time frame hosp to SNF ? / ? Physician office education - esp pcp in community who will educate?	Team has addressed the feedback	OBRA Coordinator in the catchment area will need to educate.
43	What if a SNF has multiple docs, np (doc group)	Team has addressed the feedback	All will need MiLogin- we are working on addressing a queue for groups for shared patients.
	How are you going to get the doctors on board to login?	Team has addressed the feedback	A letter will be drafted explaining process. No exemption discharge can be done without their signature.

	Phys. At skill facility must obtain login to sign/complete 3878?	Team has addressed the feedback	Yes.
33	Will the OBRA coordinator get alarms/notifications somehow when a 3877/78 is submitted?	Team has addressed the feedback	Yes. There will be 2 new queues added; 1 for PAS and 1 for all other referrals.
7	Can an unlicensed social services worker (BS in Psych) obtain access for a login	Team has addressed the feedback	Maybe- in view only mode; currently working on this.
7	So a non-licensed BSW will not be able to access? I'm not licensed yet but I am the only social services @ my SNF	Team has addressed the feedback	Maybe in view only mode but cannot complete the 3877.
	I think it will be a challenge to get the doc/PCP/PA/NP to complete the form in a timely manor.	Team has addressed the feedback	We agree but this per federal mandates.
	What about APS Emergency Placement Exemption or Hospice Exemption	Team has addressed the feedback	Remains same as current practice
18	So RN's no longer allowed to fill out 3877/78's? or they never were supposed to?	Team has addressed the feedback	RNs can complete 3877 but no longer 3878
3877 Form			
3878 Form			

Stakeholder Feedback Kalamazoo - 10/24/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
All		Is there any way to trial this before a live?	Team has adopted the feedback	Yes there a pilot in the Spring
43	Physician Chooses Exemption if criteria is met	consider still having RN & SW to complete 78 & Dr. has a PW to sign off on document.	Team has addressed the feedback	The process is being completed the way it was intended to and is out of scope for RNs and MSWs
		Errors? Sent back to doctor--> new signature & new date each time?	Team has addressed the feedback	Yes
		Out of county discharge... How is corrdinator informed of pacement? 30 day or long term?	Team has addressed the feedback	This process is going to remain the same and the contact will be made by the nursing home
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	IF hosp exempt- will it automatically be sent to my OBRA coordinator	Team has addressed the feedback	The NF social worker will only need to send at 30 days
		Will we be able to print these?	Team has addressed the feedback	Yes
All		Can you start live with the 3877 and see how that goes first. Leave the 3878 paper. Phase 1 3877, phase 2 3878	Team has addressed the feedback	No, we are piloting both and will be working out potential issues for the 3877
		Need in person coordinator training.	Team has addressed the feedback	We are working on a training plan
1	Authorized users receives state webinar training	Will site crash if overload with new users	Team has addressed the feedback	No we will roll out by areas
1	Authorized users receives state webinar training	Can you generate user list from MD's with NP/#'s	Team has addressed the feedback	The team will investigate the possibility

Stakeholder Feedback Kalamazoo - 10/24/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
		Form still comes to OBRA Coord when they are admitted?	Team does not understand feedback	Not sure what is meant
		How will they know which coordinator to send it too MI/DD	Team has addressed the feedback	The individual coordinator will have to check their queue at their local OBRA office.
		Can a paper copy be uploaded to site?	Team has addressed the feedback	NO
		Proposed or actual date	Team does not understand feedback	Not sure what step this refers to
		Start with 3877 then later do the 3878	Team has addressed the feedback	No
1	Authorized users receives state webinar training	What if internet down- can you print form?	Team has addressed the feedback	No
		How will people sign up to complete 3877's 78's..? Complicated? Will they need license # etc that they don't usually have	Team has addressed the feedback	Only licensed professionals/users are able to complete the 3877/3878 and a "Help" will be implemented for signing up
5	Authorized users signs into MI Login and sign up for approval	Will info re: facility also auto populate based upon log in info	Team has addressed the feedback	A drop down box will be available for facilities
		Who is responsible to assist/train referral agents in registering on system/using system?	Team has addressed the feedback	There will be a Webinar and referal back to the identified subject experts

Stakeholder Feedback Kalamazoo - 10/24/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
		How do you expect OBRA coordinators to do all the trouble shooting & registration? Extremely time consuming	Team has addressed the feedback	OBRA coordinators are not going to be totally responsible for the training/roll out.
		Do all forms completed by everyone go to OBRA coordinator?	Team has addressed the feedback	Yes unless they meet exemption criteria, however the OBRA assessment users will be able to access a shared queue.
		What about random referral agents - will coordinators have to tell people they have to watch a webinar & register before referring?	Team has addressed the feedback	Yes, it is only expected that this will only be a short period of time.
		Initial "My Log In" - will be major issue and result in delay in referral	Team has addressed the feedback	Each area will have ample time to set up prior to going live.
		Could we have a couple of weeks for referral agents to register in the system? Before initiating?	Team has addressed the feedback	Each area will have ample time to set up prior to going live.
		This will create significant barriers in hospital and significantly increase time it takes to have forms completed.	Team has addressed the feedback	The process should go faster for discharge planning - feedback from other states have indicated this to be a faster system overall.

Stakeholder Feedback Kalamazoo - 10/24/2018 10-12pm				
Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
All		Can the two forms be consolidated into 1 and simplified?	Team has addressed the feedback	No it cant be due to clinical differences. The 3878 a requires a doctor to complete and sign by Federal standards
All		Maybe you need to conact IT to help...Bronson	Team does not understand feedback	We are working with the State IT office
18		How do you plan to register phy., RN, PA, MPs?	Team has addressed the feedback	They will have to do it, however it should be a easy and quick process.
		Could coordinators PLEASE have access to view all HEDs so we can continue to manage and anticipate assessments needed?? Please	Team has addressed the feedback	No....sorry
		Could paper forms be uploaded? Instead of using electronic system?	Team has addressed the feedback	No
		Do both 77 & 78 forms have to go live at same time?	Team has addressed the feedback	Yes see above
		Does the person filling out the 3877 have a section where they can list diagnoses & meds like there is now. Very helpful	Team has addressed the feedback	Yes ther is still a narritive box

Stakeholder Feedback Kalamazoo - 10/24/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
		Is there a new hospital exempt form? Uploaded? More or less than 30 days. How does the coordinator know?	Team has addressed the feedback	There is a new 3878 form but it is not just for hospital exempt that will be electronic. If the 30 day exemption the Coordinators will only need to know when it is 30 days...all will be handled electronically.
21	Demographic Info Auto Populate it in system	?Build a flow sheet to pull data from epic	Feedback is outside of the scope of this project	Maybe for a future project
29		Concern: Can you change info from one day to the next? IE: facility name 3877	Team has addressed the feedback	Yes we should be able to make updates or changes. Possible group queues by facility/hospital.
All/60 3877	Demographic Info Auto Populate it in system	Concern: Can you fill out 3877 will ahead of time so provider has time to fill out 3878? Have a Pend option.	Team has addressed the feedback	Yes we should be able to make updates or changes. Possible group queues by facility/hospital.
33	Submit to OBRA Coordinator	Once submit has been hit on form is it able to be edited?	Team has addressed the feedback	Once it has been submitted to Coordinator it will not be able to edited. Edits can only be done when the form is in your queue.
41	Physician signs into queue	I'm worreid for 3878	Team has addressed the feedback	
41	Physician signs into queue	filled out by case manauer & reviewed & agree & sign for Dr's	Team has addressed the feedback	No
41	Physician signs into queue	Pull NPI for physician registry to complete	Team has addressed the feedback	See above answer

Stakeholder Feedback Kalamazoo - 10/24/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
41	Physician signs into queue	Additional log -in for physicians :(Team has addressed the feedback	No
41	Physician signs into queue	Educate physicians to have buy in for completion	Team has addressed the feedback	They will have access to the Webinar
37	Click "FW" Button to Doc.	Can you retract a form once submitted? For changes or updates	Team has addressed the feedback	The OBRA assessment team would have to sent it back to you.
39	3878 generates and auto populates demographics	Have a drop down for dementia Dx to be able to click on.	Team has addressed the feedback	Yes it is in the plan
		Physician's training?	Team has addressed the feedback	They will have access to the Webinar
3877 Form				
37		Typo- within	Team has addressed the feedback	Thank you
42		Is there any way to have a list of mental health diags which can just be checked in a box ex. <input type="checkbox"/> Lyrila/ <input type="checkbox"/> Ativan ect.	Team has addressed the feedback	No
Jan-00		3877 Hard stops... XXX not accustomed to filling out all apaces.	Team has addressed the feedback	This is not a change all areas have always been required to fill in.
3878 Form				
18		Concern: Can RN/MSW, and Dr. sign 3878 needing to be filled out by Dr, NP & PA via work queue... very difficult for busy medical professionals.	Team has addressed the feedback	The process is being completed the way it was intended to and is out of scope for RNs and MSWs

Stakeholder Feedback Grand Rapids- 10/23/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
Whole Process		Are we ready to move to a 7 day/week process?	Feedback is outside of the scope of this project	Not addressed in this process
1	Authorized users receives state webinar training	What is plan for bringing training offerings for new staff?	Team has addressed the feedback	Webinar Training
5	Authorized users lsigns into MI Login and sign up for approval	Can we use MI Log in for PASSAR as the same as LOCD!	Team has addressed the feedback	Yes it is already in place **talk to Trevor
1	Authorized users receives state webinar training	How is theh general practitioner (MD/DO) going to learn about this process - logging into the state site?	Team has addressed the feedback	Through their area OBRA Coordinator
1	Authorized users receives state webinar training	every doctor, PA, NP psycholgist, social worker in the state would have to have logins w/MI System - how will PCP offices be educated for admissions from home?	Team has addressed the feedback	Through their area OBRA Coordinator
1	Authorized users receives state webinar training	Will their be a way for out of state referrals to complete the online form? Do we accept their form then do ours padmit	Team has addressed the feedback	The process is: when we get someone from out of state a CIC must be done and sent to OBRA
9	Utilize MI Login for access to database	Everyone will need Mi Login which will go through the OBRA Coordinator what's the process for this going to work like?	Team has addressed the feedback	We continue to work with IT to put together a process
5	Authorized users lsigns into MI Login and sign up for approval	Community PAS's" will all CMH SW's need a login?	Team has addressed the feedback	No only if they are OBRA or in a position to have to complete a 3877 referral

Stakeholder Feedback Grand Rapids- 10/23/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
7	LBSW, LMSW, RN, LPC, LLP, PA, NP, PHYSICIAN, LLBSW, LLMSW, LLPC, and admissions staff may request access	Should there be a way for non-licensed workers to be granted access if supervised by licensed workers? E.G. someone with a relevant degree that is doing "social services" and has a RN or SW co-sign at the moment.	Team has addressed the feedback	No it is not supposed to be done now under the regulations, however we are looking at a "view only" for admissions staff
7	LBSW, LMSW, RN, LPC, LLP, PA, NP, PHYSICIAN, LLBSW, LLMSW, LLPC, and admissions staff may request access	How about SW interns?	Team has addressed the feedback	Only licensed staff can fill out a 3877 - interns may have ability for view only
7	LBSW, LMSW, RN, LPC, LLP, PA, NP, PHYSICIAN, LLBSW, LLMSW, LLPC, and admissions staff may request access	Psychiatrists & LPN not listed	Team has addressed the feedback	Psychiatrists are doctors and LPN's are not allowed now and will not be added to the list.
9	Utilize MI Login for access to database	Does a Mi Login travel with the licensed professional, no matter where employed?	Team has addressed the feedback	Staff at each institution (HR?) will need to notify OBRA Coordinator ASAP - working with IT to resolve

Stakeholder Feedback Grand Rapids- 10/23/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
9	Utilize MI Login for access to database	can we have access to some kind of data-base to review past 77/78s?	Team has addressed the feedback	We are working with IT to see of developing some level of history might be possible
9	Utilize MI Login for access to database	How long will we be able to use paper submissions of 3877/78?	Team has addressed the feedback	Only until you're area goes electronic
13	Queue (Pending or holding forms in process)	Can the system alert us when one is due?	Team has addressed the feedback	Users will have to look in their queue for new. We are hoping that a report option will be available to provide you with an upcoming list.
13	Queue (Pending or holding forms in process)	Can NH submit COS when a resident dies/moves or send on alert to OBRA coordinator before ARR is due?	Team has addressed the feedback	The Nursing Facility will have to notify the OBRA Coordinator
19	SS# filled in: (If ss# is in database, will auto populate information)	What if no social security number?	Team has addressed the feedback	The State OBRA office will need to be contacted.
19	SS# filled in: (If ss# is in database, will auto populate information)	Had a complaint about reading full SS# (identity theft) will the full # be required	Team has addressed the feedback	It is required now and this will not change
19	SS# filled in: (If ss# is in database, will auto populate information)	What to do is SSN populates incorrect demographics. Are we able to edit this?	Team has addressed the feedback	Yes this is in place

Stakeholder Feedback Grand Rapids- 10/23/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
27	All Q's are "No" form 3877 sent to NF	Can form be completed & saved for sending to NF when dscg facility finalized?	Team has addressed the feedback	Yes it will stay in the queue until it is ready to be sent.
33	Submit to OBRA Coordinator	Can information go from one county to another. 1.E. HCH to GR & Ottawa Co. then our facility to Allegan Co.	Team has addressed the feedback	Yes, it will follow them and forward their level II to their final destination
33	Submit to OBRA Coordinator	Will all OBRA coordinator documentation be electronic as well?	Team has addressed the feedback	Yes, the plan is for all "letters" to be electronic
33	Submit to OBRA Coordinator	How will I know when OBRA officer receives 3877 for placement that is needed immediately? From a home care situation - post discharge from hospital attempting placement from the community is there an expedited process when placement is needed immediately.	Team has addressed the feedback	The PAS process will not change
35	D/C planner SW can utilize drop down to select/ assign a doc to complete 3878	Can we send to multiple docs to review 78?	Team has addressed the feedback	We are exploring "group" access with IT abilities.
35	D/C planner SW can utilize drop down to select/ assign a doc to complete 3878	Will hospitals be able to forward forms or will all users be able to look up admits to nursing homes by name/DOB	Team has addressed the feedback	No all users will not be able to look up people by name
37	Click "FW" Button to Doc.	What if sent to wrong provider and need to pull back. Send to diff provider?	Team has adopted the feedback	We will work with IT to develop process

Stakeholder Feedback Grand Rapids- 10/23/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
41	Physician signs into queue	unrealistic to think physicians will log in to complete forms. Cons now complete forms & have dr. sign. Electronic will result in CM logging in as dr. Dr will never see form	Team has addressed the feedback	The form is to be completed as it has always been intended to.
47	upon submittal form will go back to originator	Will electronic system load into electronic medical records such as cerner/epic?	Team has addressed the feedback	Not at this time, but may be something in the future
49	originator sends form to NF	What is the distribution of the 3877/78 How does a proposed NH receive it/them. Mail electroinc	Team has addressed the feedback	It is forwarded electronically and received in a queue
53/55	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	If a CIC 3877 is done prior to 30 day auto trigger will this reset the auto trigger?	Team has addressed the feedback	Yes, it happens automatically - as soon as a new one is started it will inactivate the current one. Will need to verify with IT
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	Can eletronic system prompt us when some-one is due for 77/78 rather than us keeping track?	Team has addressed the feedback	Yes we hoping to have either a report or queue

Stakeholder Feedback Grand Rapids- 10/23/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	Are these forwarded electronically? If so, how does that occur - process	Team has addressed the feedback	Yes we hoping to have either a report or queue
All		What about out of state PASSARR's	Team has addressed the feedback	This process has not changed, a CIC is required for all out of state referrals once they are transferred
All		How will PAS work for admissions from other states?	Team has addressed the feedback	This process has not changed, a CIC is required for all out of state referrals once they are transferred
All		Who will initiate the 3877/78 to a Dr. who is helping getting a patient into the LTC facility from home?	Team has addressed the feedback	Your OBRA Coordinator
85	Prepare Packet	Will we have access to print completed 77/78s for paper charts?	Team has addressed the feedback	Yes
All		In other states, are providers really loggin in to do this?	Team has addressed the feedback	Our research indicateds, Yes.
17A	Begin Section I of 3877	30 day exempt should not be related to inpt vs OBS payment status, but rather overnight stay on hospital floor rrequiring acute care. (not referring to convalescent dstays in hospital)	Feedback is outside of the scope of this project	No, there will not be a 30 day exemption allowed from observation status
3877 Form				
35		Does a "Yes" in section II open a mandatory comment field?	Team has addressed the feedback	Yes

Stakeholder Feedback Grand Rapids- 10/23/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
37		Why do you not include anti-anxiety?	Feedback is outside of the scope of this project	Not a part of the new process
37		Will this have a link to current "trigger" med list?	Team has addressed the feedback	There are too many medications and they change too frequently
39		Will anxiety be added as a mental illness on the 3877? Typically depression & anxiety go hand & hand.	Team has addressed the feedback	We are not planning on adding a drop down list for diagnosis
35		Perhaps put yes/no first (if answering MI or dementia or both don't need to click yes)	Team has addressed the feedback	Yes this has been adopted
14		Can Medicare/medicaid # be required in order to cont with a box to ✓ if pt. doesn't have those payer sources?	Team does not understand feedback	
9		For Home PAS assessments can the telephone # for where the person is be added to the 3877.	Team has adopted the feedback	This will be added
17		Add guardian to act. POA too	Team has addressed the feedback	A legal representative is a legal representative
17		LOVE & 20 that DPOA & guardianship paperwork must be uploaded! Thank You!	Team has addressed the feedback	: -)
2		Is SSN a required field?	Team has addressed the feedback	YES
3878 Form				
10		So what happens if a person has an SMI Dx & Dementia? will this force an OBRA assessment	Feedback is outside of the scope of this project	This does not change

Stakeholder Feedback Ingham - 10/17/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
1	Authorized users receives state webinar training	Share timeline for go-live by area/region.	Team has addressed the feedback	This will occur once the rollout schedule has been established.
1	Authorized users receives state webinar training	letter explaining process change to physicians.	Team has adopted the feedback	This will occur prior to the rollout.
1	Authorized users receives state webinar training	troubleshooting: call OBRA coordinator? Other designated staff? FAQ page on site?	Team has addressed the feedback	In process of determining
103	If transfer to another catchment area/electronically notify Coordinator	Statewide assessment sent to new facility	Team has addressed the feedback	Yes, all submissions will be electronic to/from nursing facility
105	End	Do we need to print form(s) to place in EMR?	Team has addressed the feedback	It can be downloaded or printed.
105	End	Recommendations for transitions from hospital to post-acute care.	Team has addressed the feedback	Recommendations are completed by Step 81
105	End	Downtime process	Team has addressed the feedback	State website has not gone down for more than 2 hours
11	Screen that has Queues and option to start new form	Paper backup form if system is down for extended period?	Team has addressed the feedback	No- paper forms will not be accepted
15	Pick type of assessment PAS, HED, CIC, ARR	Hyperlink? I staff to come from hospital?	Feedback is outside of the scope of this project	Up to each institution's IT Department
19	SS# filled in: (If ss# is in database, will auto populate information)	What if information in database is wrong?	Team has addressed the feedback	Ability to update/edit
21	Demographic Info Auto Populate it in system	Will the system require the forms to be completed in full before finishing & signing?	Team has addressed the feedback	Yes

Stakeholder Feedback Ingham - 10/17/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
23	Referral Agency name - May need to call state to add	Will SAR demo info be a drop down/auto populate?	Team has addressed the feedback	Yes
3	Authorized users requests authorized access	Employees @ facility level (SNF) when goes to another facility is log in going to be facility specific	Team has addressed the feedback	Need to further explore with IT
3	Authorized users requests authorized access	SNF will there be limit on how many have access	Team has addressed the feedback	Need to further explore with IT
3	Authorized users requests authorized access	IT - Data security input at hospital	Team has addressed the feedback	State website is secure and not linked to EMRs
3	Authorized users requests authorized access	What happens if registered person is terminated; leaves/etc? who is responsible for removing user?	Team has addressed the feedback	Staff at each institution (HR?) will need to notify OBRA Coordinator ASAP
3	Authorized users requests authorized access	Can a practitioner be linked to multiple sites? Are they linked at all?	Team has addressed the feedback	See Line 18 (2 boxes above this one)
31	Client Meets Exemption Criteria	Will queue 3877s still generate need for HED 78s	Team has addressed the feedback	Yes
33	Submit to OBRA Coordinator	If extra info needed for level II, how is that submitted?	Team has addressed the feedback	Additional information requested by the OBRA Coordinator will need to be faxed.
35	D/C planner SW can utilize drop down to select/ assign a doc to complete 3878	What if doctor assigned is off that day or in a group?	Team has adopted the feedback	Create ability to reassign MDs as needed
39	3878 generates and auto populates demographics	How does the physician know that they would have something in their que?	Team has addressed the feedback	Continue the way you currently notify them (page, email, text, face-to-face)

Stakeholder Feedback Ingham - 10/17/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
39	3878 generates and auto populates demographics	Physicians do not have access to social security numbers.	Team has addressed the feedback	Not Applicable- their queue does not require social security numbers
41	Physician signs into queue	Hyperlink in EMRs to take docs to OBRA site? (or others)	Team has addressed the feedback	Up to each institution's IT Department
43	Physician Chooses Exemption if criteria is met	How will physicians know they need to address exemption	Team has addressed the feedback	Notify them to log into 3878 queue
43	Physician Chooses Exemption if criteria is met	Can email go to facility that physician has something in queue	Team has addressed the feedback	No
49/51		<u>How does nurisng home know its done &/or receive form?</u>	Team has addressed the feedback	On the state website, refresh your queue regularly
5	Authorized users lsigns into MI Login and sign up for approval	Will someone sign in expire in x days?	Team has addressed the feedback	No. Passwords expire 1x per year.
5	Authorized users lsigns into MI Login and sign up for approval	Physician/provider input	Team has addressed the feedback	They are invited
5	Authorized users lsigns into MI Login and sign up for approval	will authorized users be removed if no longer eligible user?	Team has addressed the feedback	Yes. The institution will notify the OBRA Coordinator
5	Authorized users lsigns into MI Login and sign up for approval	if someone loses license does LARA notify you?	Team has addressed the feedback	In process of determining

Stakeholder Feedback Ingham - 10/17/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
51	Arrives at NF to admissions queue	What happens if SNF rejects referral (3877) can they send it back to referral source? Or does referral source have to fill out new 3877 & send to diff snf?	Team has adopted the feedback	Will work with IT regarding how to delete from non-accepting facility queue
51	Arrives at NF to admissions queue	Can non-licensed staff have "view only" access?	Team has adopted the feedback	In process of determining
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	can the Que repopulate for SAR at 30 day to ask if pt will be at SAR longer than 30 days & need level 2 or memo letter	Team has addressed the feedback	Working on developing this
61	Send letter to referring agency	for the level Is that don't move to a leve II assessment, will there be a link to the not SMI letter for coord. to complete	Team has addressed the feedback	Yes
61	Send letter to referring agency	What will happen when someone transfers from another facility	Team has addressed the feedback	Continue current transfer process per facility protocol
7/51		Do admission staff at snf need to be licensed?	Team has addressed the feedback	In process of determining
87	Referral source electronic	Great!!	Team has addressed the feedback	Thanks!
9	Utilize MI Login for access to database	Does NH staff check to see 78 done before admission?	Team has addressed the feedback	Yes- it cannot be submitted to the facility without the appropriate paperwork
9	Utilize MI Login for access to database	Staff with same site credentials should be able to see each others forms	Team has addressed the feedback	Working on developing this
9	Utilize MI Login for access to database	What if a staff member is fired. How do you delete their access?	Team has addressed the feedback	Facility notifies OBRA Coordinator
9	Utilize MI Login for access to database	Who can get into the site to complete a new 3877 & 78?	Team has addressed the feedback	Licensed professionals that are listed on the 3877 forms

Stakeholder Feedback Ingham - 10/17/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
all		How will hospitals and community referral agencies be notified about webinar training?	Team has addressed the feedback	Correspondence
All		Email alert when aciton needed in the database	Team has addressed the feedback	Not within ability of electronic
All		Physicians - accountability to signing 3878 and buying into this program.	Team has addressed the feedback	Letter to explain- if they want the person to discharge, they will complete
All		How will outside agencies (primary care, hospice, home health etc) be notified of changes.	Team has addressed the feedback	As they contact OBRA Coordinator and/or are requesting facility placement
All		Could we have a medical director meeting for hospitals, snifs, hospice, hopme care etc.	Feedback is outside of the scope of this project	They are invited to attend Stakeholder Feedback
All		Great job on a huge, huge project!	Team has addressed the feedback	Thanks!
All		Will this be linked to PCC or other electronic record programs?? Or once completed will it need to be printed & uploaded to the electronic record?	Team has addressed the feedback	Cannot be linked- users have ability to print or download
All		Will you be starting the credentialing process in near future?	Team has addressed the feedback	After pilot has been completed; will be done as rollout process
Overall		This is much more work for physicians who now just sign forms.	Team has addressed the feedback	They are all check boxes and drop down boxes

Stakeholder Feedback Ingham - 10/17/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
		How will this be sent to OBRA coordinator?? Does drop down or completion box move it on the OC?	Team has addressed the feedback	There is a submit button
		Will SNF be able to log in to see what is coming up due/or email notification	Team has addressed the feedback	Yes- there will be a "Run Report" option
		How will this be rolled out to physicians?	Team has addressed the feedback	Letter
		Physicians to come to mtgs due to their work que	Team has addressed the feedback	They are invited to attend Stakeholder Feedback
		What happens when system down?	Team has addressed the feedback	Wait until it comes back online- it has not been down for more than 2 hours
		Medical Director meeting??	Team has addressed the feedback	They are invited to attend Stakeholder Feedback
		need a queue for the doctors - what if a different doctor is on day of signing?	Team has addressed the feedback	In process of determining
3877 Form				
		Formal DPOA Activation?	Team does not understand feedback	
		How do we discern a serious mental illness form a less than serious MI? Maj Dep vs. Depression etc	Team has addressed the feedback	The OBRA Coordinator does
35 & 36		Do you need a yes box if they are going to check dem or mental illness or both?	Team has addressed the feedback	Yes box auto-fills if any of those are checked
63-66		Where do answers for 63-66 come from	Team has addressed the feedback	OBRA Coordinator Only

Stakeholder Feedback Ingham - 10/17/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
		Can hospital exempt be on 3877?	Team has addressed the feedback	Box to check if hospital exempt but must be separate form 3878 completed by MD, PA, DO, NP
3878 Form				
		Does SS# need to be on 78 for link to 77?	Team has addressed the feedback	No
		Will 78's auto populate if already in the system?	Team has addressed the feedback	In process of determining
10/11		Can #10, 11 be answered before #9 (Ditto)	Team has addressed the feedback	We are moving them
		Easy way to clearly see what exemption, once ?'s answered. 3878	Team does not understand feedback	
All 3877 & 78		Will there be a way for SARs to download or print completed form to get into the emar? Or will we not need to do that anymore?	Team has addressed the feedback	Yes. Forms can be downloaded and printed

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team
Idealized Design				
1	Authorized users receives state webinar training	Do hospital d/c dept. will receive this training?	Team has adopted the feedback	Yes, training will be available via OBRA website.
1	Authorized users receives state webinar training	critical to train ALL involved	Team has addressed the feedback	Yes, training will be available via OBRA website.
7	LBSW, LMSW, RN, LPC, LLP, PA, NP, PHYSICIAN, LLBSW, LLMSW, LLPC, and admissions staff may request access	Physician assts administrator MDS staff need to have access LPN	Team has addressed the feedback	LPN's credentials are not accepted sign the form, however they will be able to view the printable form if needed.
7	LBSW, LMSW, RN, LPC, LLP, PA, NP, PHYSICIAN, LLBSW, LLMSW, LLPC, and admissions staff may request access	Social work techs be able to have access?? (Can have SWs having social work degree)	Team has addressed the feedback	Social work tech's are not accepted to sign the form, however they will be able to view the printable form if needed.
7	Authorized users receives state webinar training	left out LP	Team has addressed the feedback	There is no "LP" credential
23	Referral Agency name - May need to call state to add	Hospital doesn't always complete correctly. They will not call the state	Team has addressed the feedback	Most hospitals are currently added to the list, if your referral source needs to be added call your local OBRA Coordinator.
23	Referral Agency name - May need to call state to add	Hold referal agency accountable finacial penatly!	Feedback is outside of the scope of this project	Fed regs dictate this process.

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team
Idealized Design				
33	Submit to OBRA Coordinator	Should include a prompt that onsite OBRA screening is required and what user needs to do when automatically submitted to OBRA coordinator will coordinator conact user to initiate OBRA Screening or will user be prompted to do so?	Team has addressed the feedback	The process has not changed and will land in the OBRA Coordinator's queue.
33	Submit to OBRA Coordinator	Once submitted to obra coord. Would skip to 57?	Team has adopted the feedback	It only moves to 57 if it does not meet exception criteria.
41	Physician signs into queue	will physician be trained in this? Barrier to having 78 signed	Team has addressed the feedback	Webinar training available to all users.
41	Physician signs into queue	will this delay d/c if not done timely?	Team has addressed the feedback	Yes, The OBRA process has not changed.
43	Physician Chooses Exemption if criteria is met	will physicians need to specify form of dementia now instead of übox & signing off from hospital	Team has addressed the feedback	Yes, they will need to specify the specific exemption and sign
51	Arrives at NF to admissions queue	How will SS have access at this point?	Team has addressed the feedback	SS will be able to access a copy in the facilities chart.
51	Arrives at NF to admissions queue	will they have access and be trained on what to look for on the forms?	Team has addressed the feedback	The information on the form has not changed. OBRA Coordinator can offer onsite training.
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	NH submits to local office via state site? Fax? Does SW send it? Admissions?	Team has addressed the feedback	Submissions will be electronic and follow established NF protocols.

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
55	Will Auto-trigger to SW & NH	what is process that ss is notified between steps 51-53	Team has addressed the feedback	Included in the Idealized Design is a process that will assist to identify when they are due.
65	OBRA Assessment team meets to interview the consumer and involved parties	time frame to communicate with SW?	Feedback is outside of the scope of this project	Process does not change with the use of electronic form.
73	State Reviews Pend back for additional information	pending eval for limited hx/info-often no or individual hx available	Feedback is outside of the scope of this project	
81	Final Determination letter received by OBRA Coordinator	believe the determination letter is rather confusing	Feedback is outside of the scope of this project	
89	Hand deliver or mail copy to consumer or legal representative	more timely determination of services to facility	Team does not understand feedback	
89	Hand deliver or mail copy to consumer or legal representative	The info for legal rep is not always presented in a timely manner	Feedback is outside of the scope of this project	
91	Appeal Process Consumer or legal rep only	What does this mean? What's being appealed?	Feedback is outside of the scope of this project	
95	Complete Certificate of Delivery	Certificate spelled wrong	Team has addressed the feedback	
99	Establish treatment	make tx options more simplistic in what this means for the consumer to understand & what it entails	Feedback is outside of the scope of this project	
103	If transfer to another catchment area/electronically notify Coordinator	will there be e-mail communication vs. phone calls with OBRA coordinator for follow up communication	Team has addressed the feedback	We are hoping that there will be an additional queue added for this step.
105	End	No end its yearly Page 45	Team has addressed the feedback	yes it will continue to be an annual process

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
41-43		often not dated or signed properly or at all	Team has addressed the feedback	can not submit form without all boxes filled in
All		Waiting for physician to log into complete will cause delays in care	Feedback is outside of the scope of this project	no change in process
All		What will be the process for submission to the coordinators?	Team has addressed the feedback	There will be a button to submit
all		How should this system effect the 3877/78 orms that are received from the hospital?	Team has addressed the feedback	You should see faster submission, decrease in errors and quicker process
all		Where does the form get submitted to after completion?	Team has addressed the feedback	It is defined in the process
all		Overall ques: What's the total time frame to compelte a full 3877+78?	Team has addressed the feedback	It should be a quicker process
all		physician signature for 3878 may take longer. Do you provide a system to alert physican for signature?	Team has addressed the feedback	It will be in the doctor's queue
All		overall: Will there be a more clear way for hospitals to mark MI or dementia w/explanation. Do not mark MI when it should be marked by hospitals.	Team has addressed the feedback	There will be auto stops if this information is needed.

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
all		how is social work determining rather a person should be dementia exempt or if a 30 day I required (i.e- dementia & mdd, but the resident has been considered dementia exempt does social work continue w/that when redoing the form or just redo it and submit to NSO	Team has addressed the feedback	Doctors are required to fill out which is the current process
all		Will the SNF receive a completed copy from hospital electronically or printed?	Team has addressed the feedback	Electronically
all		Where are the forms going to go? Printed copy in pt file or expected to be in pcc.	Feedback is outside of the scope of this project	
3877 Form				
37		When yes checked allow for space for psychotropic to be entered.	Team has addressed the feedback	Is at the bottom number 42-space is provided to add the information
All		NF Admissions staff should have training be required	Team has adopted the feedback	Webinar training available to all users.
17		Most times NF SW don't know about DPOA activation process - if yes or no more e at NF level is needed re: DPOA	Feedback is outside of the scope of this project	
39		need to also say developmental disability as well as ID Page 47	Team has adopted the feedback	Will add to 5 and 6 on 3877

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team
Idealized Design				
35-40		Yes/No Should be first then MI/Dementia/Both	Team has addressed the feedback	Addressed, the team decided more to benefit from having this design
35 & 36		Yes! Keep!		
35		<u>Great</u>		
36		Why is restraints included	Team has addressed the feedback	Because restraints may have been used in the last 24 months
		*Train staff that just b/c someone may have a diagnosis of dementia does NOT necessarily make the patient exempt (3878) the primary diagnosis may be ID/DD/MI	Feedback is outside of the scope of this project	May be able to add to webinar or coordinator meeting
63-64		NH social worker may not know if MI diagnosis is serious mental illness or not.	Feedback is outside of the scope of this project	They do not need to know, they just need to report and coordinator will decide
		Hospitals and doctors have to be held responsible	Feedback is outside of the scope of this project	Federal regulations dictate this
		Hospitals and MD/PA/NP need to be held accountable when not completing forms correctly	Feedback is outside of the scope of this project	Autostops will help address
		cannot send 3877/78 until it is complete dated & signed from hospital	Team has addressed the feedback	with auto stops
3878 Form				
8,9 & 17		Cannot be unchecked must be Yes or No	Team has addressed the feedback	that is correct

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team
Idealized Design				
16b:		Too Wordy	Feedback is outside of the scope of this project	Form has not been changed (minimal wording added for definition)
		Allow staff like A LMSW, to fill form, then review with physician to sign	Feedback is outside of the scope of this project	This is making a diagnosis and must be done by appropriately licensed staff
		Ensure all doctors, NPs and PA's have access to complete the forms	Team has addressed the feedback	It is in design
		Allow an alert to be sent to dept heads once complete without constant f/u	Team does not understand feedback	
		It was a hard enough process to have doc sign 78... now to complete all of this?	Team has addressed the feedback	This should already be done
		Is there a print option. We transfer patients out of state.	Team has addressed the feedback	yes
		Admissions does not always know a patient was under observation and <u>not</u> admitted	Team has addressed the feedback	Addressed on 17A of the 3878 draft
12-16		Will not be filled out correctly! Too much!!	Team has addressed the feedback	That's why autostops are incorporated
16-Dec		Don't like. It's to wordy & who is completing this?	Team has addressed the feedback	This has not changed
#10 & #11		should follow or precede dementia questions (#9, 12-16b) currently, they are interrupting dementia question	Team has adopted the feedback	Moved the boxes around on the form

Stakeholder Feedback Wayne - 10/10/2018 10-12pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
10		What is the definition of serious mental illness and how does SW know?	Feedback is outside of the scope of this project	Look in the Medicaid or OBRA manual

Stakeholder Feedback Wayne - 10/10/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
		How wil docs know they have 87 in que	Team has addressed the feedback	It is a 78, they will need to look in their queue or staff will let them know
35-37		Can we forward to multiple dr's if there are MD/NP's that work in groups?	Team has addressed the feedback	yes
43	Physician Chooses Exemption if criteria is met	Can others complete the form for physicians to sign?	Team has addressed the feedback	no it is meant to be filled in by appropriatley licensed staff
		Can an email alret be sent when close to day 30 or when ARR Is due?	Team has addressed the feedback	emails are not possible, however there will be a queue and it will be flagged
		How willl you submit change of cond electronically	Team has addressed the feedback	same process
All		If no changes is there a way to physician to sign annual electronically stating no changes. Instead of redoing it	Team has addressed the feedback	Team will discuss this further
11-13		How does nursing center get 77/78 from hospital if electronic*	Team has addressed the feedback	sign into their queue
1	Authorized users receives state webinar training	<u>EPIC</u> Incorporating into the proces for hospital start up.	Feedback is outside of the scope of this project	
17	Begin Section I of 387	This is great however how will this be accurate all the time	Team has addressed the feedback	no guarantee it will be, hope is it will increase accuracy
41	Physician signs into queue	Dr. must sign in to complete form? This could cause huge barrier to process	Team has addressed the feedback	it will be an adjustment
41	Physician signs into queue	Can the form be printed and the dr. sign and then the form can be uploaded in system?	Team has addressed the feedback	no
49, 51		Think this will cut down on delay Happy	Team has adopted the feedback	

Stakeholder Feedback Wayne - 10/10/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
41	Physician signs into queue	How long will physician have?	Team has addressed the feedback	process remains the same
43	Physician Chooses Exemption if criteria is met	How will doctors input info	Team has addressed the feedback	sign in and check boxes
105	End	Can we get reminder when annual is due	Team has addressed the feedback	working on flags in queues
105	End	Will the nursing home get a prompt that an annual is due?	Team has addressed the feedback	same as above
All		Happy with it all.	Team has adopted the feedback	
All		Is there a database that 77/78 can be looked up?	Team does not understand feedback	
61	Send letter to referring a	can it be email/fax to letter	Team has addressed the feedback	no it will be an electronic process
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	Are we sending only if 3877 is checked for screening or everyone needs 30 day?	Team has addressed the feedback	only if HED
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	How long after readmission from the hospital do we have to complete forms.	Feedback is outside of the scope of this project	
		<--Great Question!		
53	At day 30 3877/78 needs to be sent to local OBRA office or contracted agency	So patient goes from hospital to SNF and 30 day later OBRA will screen?	Feedback is outside of the scope of this project	
53-55		Will we be able to reply to auto trigger if resident has left	Team has adopted the feedback	we will discuss further
51	Arrives at NF to admissions queue	if originator fills out wrong does SW @ NF start form over at #1	Team has addressed the feedback	process does not change

Stakeholder Feedback Wayne - 10/10/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
49	originator sends form	Will the hospital send OBRA a copy of 3877/78? Hospital often are no completing 3878 correctly usually have everyone 30 day exempted states even when recommending long term care.	Team has addressed the feedback	the hope is that electronic process will resolve this issue
3877 Form				
36		Type in specific mental illness & medication	Team has addressed the feedback	same process
		Med drop down list?	Team has addressed the feedback	because of constant changing medications this is not possible
		populate medication listing - auto filling	Team has addressed the feedback	see above
		Can we get more descriptive mental diagnosis	Feedback is outside of the scope of this project	refer to DSM or ICD 10
36		restraints could have been put in place as a safety feature due 2 medical condition not psych. Reasons	Team has addressed the feedback	Still need to be out of restraints prior to discharge
36		Wish there was a section to specify med <u>or</u> restraint. These interventions are very different in a nursing home setting.	Team has addressed the feedback	These are just examples
19		Should add NA for rehab	Feedback is outside of the scope of this project	
		Will they be placed in a system if completed by hospital first?	Team has addressed the feedback	yes
		Will hospital complete initial 3877 fully?	Team has addressed the feedback	hopefully, that is point of autostops
		Does this form automatically send to NSO or designated party? Page 53	Team has addressed the feedback	no

Stakeholder Feedback Wayne - 10/10/2018 1-3pm

Step Number	Step in the Process	Feedback	PASARR Design Team Response	Comments from PASARR Design Team Team
Idealized Design				
Section III		How does the system credentials get auto populated?	Team has addressed the feedback	from how person registers to use system
57		So do we have to complete a written copy for chart & do online one?	Team has addressed the feedback	no, may need to print if needed for chart
3878 Form				
12-17c		too much in the dementia part. Dementia -drop down box specific dementia or hospital exempt	Team has addressed the feedback	drop down boxes to provide specific defintions
		Drop down box of certain dementia diagnosis	Team has addressed the feedback	incorporated in design
18		Are physicians going to need to log on to sign the form or can it be printed and uploaded after dr. Signs?	Team has addressed the feedback	they will need to log in, complete and sign
16B		-too wordy not simple - no one talks like that	Team has addressed the feedback	addressed in previous comment
		3878 form too lengthy especially part R/T dementia - Dr.'s may not be complete	Feedback is outside of the scope of this project	has not changed, there will be drop down boxes with definitions
18		Would SNF doctors have access to this to sign 78's electronically?	Team has addressed the feedback	yes
		What if some are no's?	Feedback is outside of the scope of this project	the process does not changed