



MOTS Messenger, a Newsletter for those using the Measures & Outcomes Tracking System

July 22, 2016

## **You Have Received your Monthly Active Client List, Now What?**

Every month the Compass Team sends out the Active Client List. Luckily we hear from some administrators every month asking about this list. Some want to make corrections and some need clarifications, so we know some people are looking at it. This report lists all of your current active clients. Why do we send it?

This is your chance to exercise some quality control:

- Take a look at the number of days since the last update. These clients should be updated at least every 90 days.
- Compare monthly income to health insurance, does it make sense? How many adults have \$0 income and have private insurance or who make \$5,000 a month and are covered by OHP.
- Take a good look at names and birthdates, you may spot duplicate clients (right now there are a large number of duplicates in the database, as these are addressed you will note a decrease).

This report is provided as an excel spread sheet sorted by Agency Client ID. Sort this data in different ways to see patterns more quickly.

**A Key Reason to Review Your Active Client List...Kathy's MOTS Record Has Not Been Touched in a Year...**

*Maybe she's MIT?*

What is MIT? Clients that go for long stretches without updates are sometimes called MIT...***Missing In Treatment***. These are records on your facility Active Client List that have an active status but with no activity. After a certain period of time it is obvious, one of two things has happened:

*The client is active but no data changes have been entered into MOTS.*

*or*

*The client is no longer active, but has actually completed his or her treatment, transferred, aged out, died, or simply never come in again (left against advice or service discontinued by the facility).*

There are disadvantages to carrying MITs on your active client list. Here are three below:

- Treatment episodes that never end can call into question the quality of care at your facility.
- Services provided that are not reported in MOTS may lead to issues with QA.
- With clients that leave treatment and return, it is better to close their records and open a new treatment episode when they come back. MOTS tracks outcomes, so you want to show that new episodes are being created for the same client.

After you review your active client list, it's your time to take action.

### **Remember To Log In Regularly!**

*Reviving users is just as bad as you thought!*

### **A Fond Farewell**

One of our MOTS Support staff members, Laura Yoder, recently left the Oregon Health Authority to take a position at another state agency. She wanted us to pass along this message to you:

***Thank you all for allowing me the opportunity to serve you for the past few years. I enjoyed getting to work with you and help you as you transitioned to using MOTS. I wish you all the best as you continue to assist Oregonians in their mental health and addiction recovery. Thank you for all you do to help them achieve a better quality of life. Keep up the great work!***

Remember, you can always email [MOTS.Support@state.or.us](mailto:MOTS.Support@state.or.us) if you have questions.

Several user names were automatically disabled in early July because they did not log into the MOTS web portal within 90 consecutive days. Getting them up and running again is proving difficult. If you have a P number for use with MOTS, and especially if your agency/facility submits data to MOTS via Client Entry, it is very important that you log into MOTS regularly! The Service Desk has tightened their security, so they are now requiring a “786 Form” to be completed if a user name becomes disabled.

- To get the 786 Form, email [MOTS.support@state.or.us](mailto:MOTS.support@state.or.us)
- Follow the form instructions and return it to MOTS support
- Once MOTS support receives the form, we will have a Health Systems Division manager approve the form and send it to the Service Desk for processing
- It may take several days to reactivate your account

The best thing to do is to make sure you, and the other MOTS users within your facility, log into MOTS a minimum of once per month. Your password will still expire after 90 days, but you can change that yourself at <https://dhs.oregon.gov>

Please e-mail [MOTS.Support@state.or.us](mailto:MOTS.Support@state.or.us) if you have questions about this process.

Thank you for reading this newsletter. If you have ideas or questions you want addressed in future newsletters, please let me know.

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