

# About DHHS

The Department of Health and Human Services (DHHS) provides integrated public health and human services that help address the needs of Montgomery County, Maryland's most vulnerable children, adults and seniors. The mission of DHHS is to promote and ensure the health and safety of the residents of Montgomery County and to build individual and family strength and self-sufficiency.

DHHS is guided by six principles, one of which is to value the skill and dedication of our staff and provide them with adequate support, resources and training to serve our customers well. The Practice Enhancement Team (PET) embodies this principle by providing comprehensive support to DHHS programs to help them achieve their goals.

## About PACS

Planning, Accountability and Customer Service (PACS), located within the Office of the Director, supports the Department's mission by providing performance measurement, data collection and management, evaluation and analytics, and policy analysis that ensure high quality, equitable service delivery to promote and safeguard residents' health and safety and build individual and family strength and self-sufficiency outcomes.

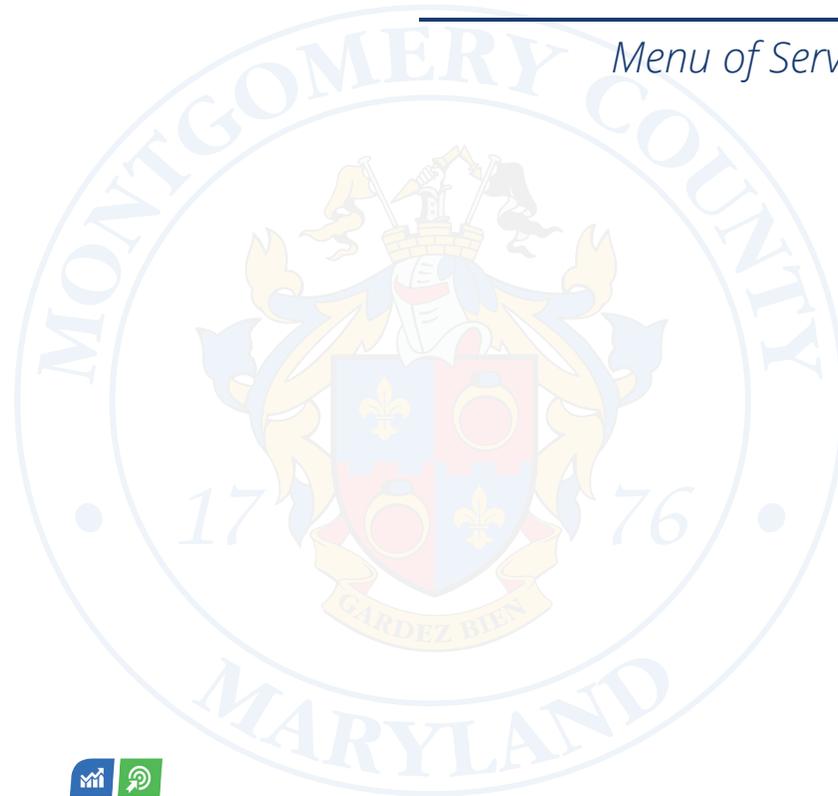
## About OCOO

The Office of the Chief Operating Officer (OCOO) provides overall administration of the day-to-day operations of DHHS, including compliance and auditing, budget and fiscal management oversight, contract management, logistics and facilities support, human resources management, and information technology support and development.



## Practice Enhancement Team

*Menu of Services*



Department of Health and Human Services  
Planning, Accountability and Customer Service

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Montgomery County, Maryland  
Department of Health and Human Services  
Planning, Accountability and Customer Service



### Request PET services to help:

- ▶ Streamline business processes
- ▶ Build or update management reports
- ▶ Interpret program data and reports
- ▶ Identify solutions with enterprise technologies eHR/ePM/eICM
- ▶ Identify and fix technical issues
- ▶ Provide specialized training for managers and staff
- ▶ Discuss your enterprise technology needs

## Practice Enhancement Team

The **Practice Enhancement Team (PET)** is a coordinated process that supports DHHS program managers and ensures investments in advanced integrated technologies, data systems and innovative analytical tools that inform management on efficient program practices.

The cross-departmental partnership between the Office of the Chief Operating Officer (OCCO) and Planning, Accountability and Customer Service (PACS) works with managers and staff to assess effective business practice processes and utilization of enterprise technology solutions, such as the NextGEN *electronic Health Records (eHR)* system and the *electronic Integrated Case Management (eICM)* to maximize resources, performance and outcomes.

## What is the Practice Enhancement Team?

The Practice Enhancement Team is comprised of DHHS experts from Practice Management, Medical Records, Finance, Information Technology, and PACS who apply a structured review process to all aspects of the NextGen eHR/ePM business practice processes, including:

- ▶ Medical/ case management charting and coding
- ▶ Fiscal accounting/ proper billing
- ▶ Data management and program performance metrics
- ▶ IT interface development
- ▶ Report design and interpretation

PET partners with program management to gain a comprehensive understanding of the program's use of enterprise systems and offer solutions.

## How does it work?

PET responds to requests by DHHS managers to conduct a comprehensive review of utilization of available enterprise technology systems in use by the program. Together with program managers and staff PET:

- ▶ Identifies and addresses challenges and issues limiting optimal use of the systems
- ▶ Provides proven solutions to problems identified in other programs
- ▶ Finds opportunities to improve business processes and workflows
- ▶ Identifies training needs and delivers training to managers and staff
- ▶ Assists in building effective and meaningful metrics and reports

Depending on the program size and number of issues, the initial review takes between 2-4 hours, with future IT development and training occurring subsequent to the review, as needed. PET provides a follow-up review typically 30 days later to ensure customer satisfaction.

## What is the value?

PET supports programs in generating quality data, using the data for informed decision-making and, ultimately, effectively managing the program. Learnings from each PET are communicated through the Joint Practices Manager Meeting and other sustainable mechanisms.

*"...thanks to everyone that participated in the PET meeting for CABHS. It was extremely helpful to have all the players at the table from fiscal to IT to program managers in order to analyze data and problem solve together. We made some real progress on issues that we had been trying to resolve for months."*

— Regina Morales, LCSW-C  
Manager, Behavioral Health  
and Crisis Services

For more information or to schedule a PET contact PACS:  
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