

QUALITY IMPROVEMENT



MONTEREY COUNTY
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

October 2019

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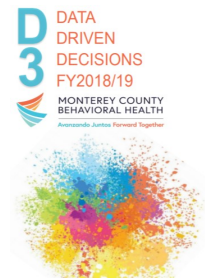
EXTERNAL QUALITY REVIEW ORGANIZATION (EQRO)

BHC Behavioral Health Concepts, Inc Thank you to those who organized and participated in the most recent External Quality Review Organization (EQRO) panels. EQRO took place October 1st- 2nd, and involved the coordinated efforts of consumers, families, contract providers, clinical staff and leadership to present an overall picture of Monterey County Behavioral Health services.

DATA DRIVEN DECISIONS (D3) FY2018/19

The new D3 FY 2018/19 is now available! The Data Driven Decision (D3) publication is a collection of data specific to Monterey County Behavioral Health. The data in this report reflects services entered in myAvatar, regardless of Insurance coverage. (Medi-Cal, Uninsured clients, Medicare, etc.) Each system of care is represented and broken down by program specific information gathered over the previous fiscal year. The D3 report is helpful in determining the needs of our organization.

<http://qi.mtyhd.org/index.php/data-2/>



POLICY CORNER - UNUSUAL INCIDENT REPORTING

This policy outlines the definition of an unusual incident, policy, reporting guidelines, and Special and/or Unusual Incident Form for county staff and contract providers. It is the policy of Monterey County Behavioral Health (MCBH) that all unusual incidents/occurrences must be reported to the appropriate unit supervisor, services manager, or MCBH administration staff as soon as reasonably possible, but no later than 24 hours of the incident.



However, if the incident occurs at the end of the County business week (e.g., on Friday or the day preceding a holiday), the report must be made prior to the end of that business day.

<http://qi.mtyhd.org/wp-content/uploads/2015/02/123-Unusual-Incident-Reporting.pdf>

NEW QUALITY IMPROVEMENT MANAGER



Please welcome Lindsey O'Leary, LMFT, as the Quality Improvement Manager. Over the last 5 years, Lindsey served clients within Monterey County Behavioral Health and worked in a variety of setting, including adult system-of-care (ASOC), Access to Treatment, and most recently as the Quality Improvement supervisor.

Lindsey brings with her experience with working with mental health and substance use disorder treatment. Prior to her joining us, Lindsey worked with adolescents and adults in Santa Cruz and Santa Clara County.

NEW ASSISTANT BUREAU CHIEF

Please welcome Jon Drake to our Behavioral Health Team as the Assistant Bureau Chief. Jon has an MBA and joins us from San Joaquin County where he was the Director of Purchasing. Jon will oversee our team of contract analysts. He brings to behavioral health extensive management experience and will be a great addition to our team helping us manage over 50 million dollars in contracts.





October 2019

PUBLIC SAFETY BULLETIN - FENTANYL INVESTIGATION/INCIDENT



Santa Clara County issued a public health warning regarding Fentanyl. “On 09/14/2019, CSUMB Police Officers responded to a medical emergency in which a CSUMB student was suspected to be having an overdose. Officers administered two doses of naloxone to the student, reversing the side effects of the overdose and the student was transported to a local hospital. The student stated they took one Percocet pill. Based on the overdose and recent information received from local agencies it is believed the Percocet pill was counterfeit and contained fentanyl. Paramedics stated that had it not been for the quick response from University Police Department (UPD) officers and the application of naloxone, the student may have died.” [Click here](#) to read more!



2019 TRAININGS AT A GLANCE

TRAINING	DATE	TIME	LOCATION
October			
Non Violent Crisis Intervention (11th	8:30a-12:30p	Marina Training Center
MCBH - 5150 Legal Requirements	16th	9:00a-12:00p	Whitney Conf Rooms
Avatar: Electronic Medical Records	18th	9:00a-4:30p	Whitney Conf Rooms
Clinical Documentation - MH Universal Psychosocial Assessment	25th	8:00a-12:00p	Marina Training Center

November			
Clinical Documentation - Client Centered Treatment Planning	1st	8:00a-12:00p	Marina Training Center
Avatar: Electronic Medical Records	15th	9:00a-4:30p	Whitney Conf Rooms
Involuntary Holds (Previously known as 5150)	20th	9:00a-12:00p	Marina Training Center

To **Register** for any of the trainings, including myAVATAR, login to LEARN, the new employee training platform: [Click here \(https://login.neogov.com\)](https://login.neogov.com)

For instructions on how to register [click here](#)

CONTACT US IN QUALITY IMPROVEMENT.



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