QI CONNECT

Quality Improvement (QI) Monthly Newsletter   **March 2014**

NEW MATERIAL

The National Health Service Corps Loan Repayment Program

The **National Health Service Corps (NHSC) Loan Repayment Program** has opened its 2014 application cycle through 3/20/14 application deadline. Our King City office has a Health Professional Shortage Area (HPSA) score of 14. Qualified applicants working in this site as of 1/1/13 will be given funding preference by the Federal government.

The 2014 "New" contract award amounts are as follows:

Provider Score	TIER #1 (100% Of Service at HPSA 14 & above)	TIER #2 (Any fraction of service at HPSA 13 & below)
Full Time	Up to $50,000	Up to $30,000
Half Time (2-year)	Up to $25,000	Up to $15,000

For more information, click here!

10th Annual Fiesta of Hope

The 10th Annual Fiesta of Hope is scheduled for Thursday, May 8, 2014 at the Embassy Suites in Seaside starting at 5:30pm. This event is an excellent opportunity to spend time with other professionals and with clients from the community. Tickets and flyers for the event will be available in March. For additional information, contact Carlos Walker at WalkerCJ@co.monterey.ca.us.

MCBH Staff Billing In Contract Provider Episodes and Vice Versa

it is current MCBH practice that MCBH staff **_should not_** bill under a contract provider's episode and a contract provider staff **_should not_** bill under an MCBH episode. Although it involves fairly complex issues as its underlying premise, the simplest way to view this is that two different funding streams cannot be mixed.

New Psychosocial Assessment Form

As advertised in several prior QI newsletters, the new Psychosoical Assessment form launched on March 3, 2014. Instructions on how to use the new Psychosocial Assessment form are available on the QI Website under the EMR User Guide section. Click here to view the instructions.

Here are a few tips to address some of the more common issues QI has seen since the launch of the new form:

1) *Use the 103 Psychosocial Assessment report to view report.* This is especially true for staff doing "URs."
   a. *The reviewer accidentally deleting data from the actual assessment meaning the original writer has to re-input the deleted data.*
   b. *The reviewer causing the Psychosocial Assessment to auto-save and then the next person opening the form choosing not to restore from back-up, leading to total loss of data.*
   c. *The reviewer automatically changing the electronic signature on the Psychosocial Assessment because they were last to open it.*
2) If staff uses the chart review to view the content instead of the 103 Psychosocial Assessment report, the questions will be in the "you or your child" format. This does not happen in the 103 Psychosocial Assessment report.
3) The version of the 103 Psychosocial Assessment report displayed will be dependent on the date the Psychosocial Assessment was finalized. Any assessment prior to March 1st, 2014 will utilize the previous version of the report.
4) Some of the most common errors seen by QI are rooted in staff using the auto-save function instead of "submitting" completed Psychosocial Assessments (see next article).

New CANS ANSA Form

Along with the launch of the new Psychosocial Assessment Form in MyAvatar, a new CANS ANSA form also launched. Instructions on how to use the CANS ANSA Form are avaiable on the QI Website under the EMR User Guide. Click here to view the instrcutions.

Psychosocial Errors Due to Using Auto-Save Instead of Submitting

Some of the most common errors relating to the new Psychosocial Assessment form is the use of the the "Backup Form" button (which is related to the auto-save function) instead of using the "Submit" button to submit the Psychosocial Assessment.

Two important steps to keeep in mind are:

1) *Always click "Submit" to save a Psychosocial Assessment*

The "Backup Form Button" (marked as #1 below) tells Avatar to create a copy of the Psychosocial Assessment in its current state of completion in a temporary holding space, where it can be used to restore the Psychosocial Assessment as part of the "Auto-Save" function. However, it does not truly save the Psychosocial Assessment. In order to do that, staff must continue to use the "Submit" button (marked as #2 below) as they always have.
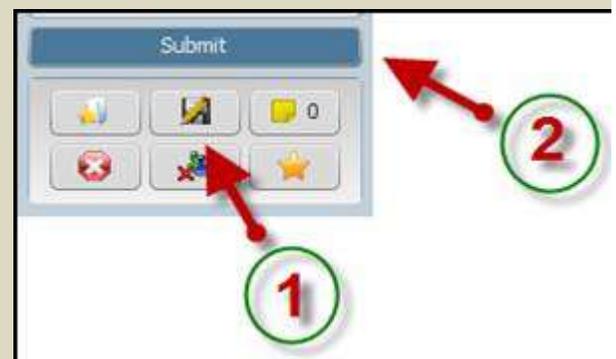
2) **If you open a Psychosocial Assessment and it asks you to restore from a back up, click "Yes."**

Other common errors are rooted in the pop-up display below. This form pop-ups when staff used the "Backup Form" button instead of using the "Submit" button prior to closing the form when they last updated the Psychosocial Assessment. When this window

New Onset of Services Form

Instructions for the new Onset of Services form, which replaced the previous Consent for Behavioral Health Services form, are also available on the EMR User Guide section of the QI Website. Click here to view the instructions.

New Authorization for Use, Exchange, and/or Disclosure of Confidential Behaviorial Health Information

Instructions for the new Authorization for Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information form, which replaced the previous Release of Information form, are also available on the EMR User Guide section of the QI Website. Click here to view the instructions.

pops-up, staff are supposed to select "Yes" (circled in green with an arrow below) in order to restore the last version of the Psychosocial Assessment copied into Avatar's temporary holding space. Clicking "No" will restore the Psychosocial Assessment into its empty state.
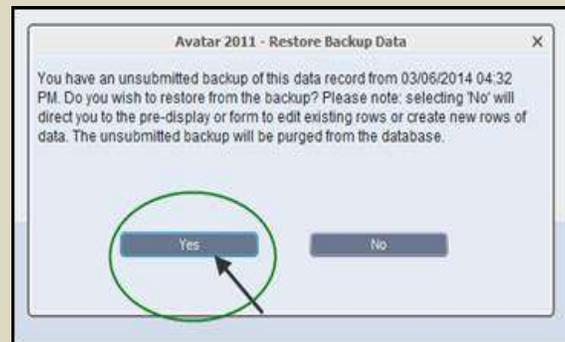
For more information regarding the "Auto-Save Function," see the article below from one of the prior newsletters.

RECAP and HIGHLIGHTS FROM PREVIOUS NEWSLETTERS

Big News! New Auto-Save Function Live Now in Avatar!
(November 2013)

In response to staff experiences with losing critical data while inputting information into the electronic health records, a new Auto-Save function has been incorporated into MyAvatar. Please click here to read the description/instruction document regarding the Auto-Save function. The document contains critical information that users of MyAvatar should know regarding the Auto-Save function, including the following:

- A list of MyAvatar forms that can utilize the Auto-Save Function. Not every form utilizes the Auto-Save function.

- *A description of how the Auto-Save function does not replace or substitute for submitting forms, especially forms with Final/Draft components.*

Click here to view the Auto-Save description/instructions.

MARCH/APRIL TRAININGS

Client Centered Treatment Planning
Facilitators: QI Clinical Staff

This lecture/discussion explores the connection between the information in the psychosocial assessment and the content of the treatment plan. More specifically, this training provides an overview regarding how to formulate the clinical summary component of the psychosocial assessments and then how to translate the information into writing a client-centered treatment

MyAvatar User Training
Facilitators: QI Clinical Staff

This course is an introduction on how to navigate and use the MyAvatar Electronic Health Records system. Organized in a way that follows a client from admission to discharge, the course offers training on how to log in to Avatar, search for clients, search for the various forms and reports available and enter pertinent clinical information into the various forms in MyAvatar.

plan. This course will involve participants developing clinical summaries and using them to create treatment plans.

Client Centered Treatment Planning will be offered on Monday, March 17th from 1:00pm to 5:00pm. Click here to sign up!

MyAvatar User Training will be offered on Friday, March 21st. Click here to sign up for the March training. It is also being offered on Friday, April 25th. Click here to sign up for the April training.

Please note that the location for the MyAvatar User Training is now **1200 Aguajito Road, Monterey, CA 93940**. It will be at the former MCBH Monterey Peninsula offices by the Monterey Court house. Also be aware that the training **starts at 9am.**

The Emerging "Peer" Role in Mental Health Services
Facilitators: c. Burgess Consulting & Associates
Peers are taking a true leadership role in not only providing services but creating and implementing policies. In this training peers and other participants will be able to clearly and persuasively articulate the purpose, nature and effectiveness of peer work to others, including not only non-peer colleagues but also to the people they hope to serve.

C. Burgess Consulting & Associates, LLC will be conducting the training on Wednesday, April 9, 2014, from 9 am to 4:30 pm in the Marina Integrated Health Care Services Training Room. This training will be limited to 50 participants. Continuing education credits will be available for LMFTs, LCSWs, and RNs.

Click here to complete the registration form.

Clinical Progress Note
Facilitators: QI Clinical Staff
This training explores the clinical importance of the clinical progress notes. It examines the "FIRP" format of writing notes utilized by Monterey County Behavioral Health and how it is used to document the variety of services we provide. This training will include in-depth review of sample progress notes and will also provide a "hands on" opportunity for participants to complete progress notes based on vignettes and receive direct feedback from the trainers.
It will also be offered on Monday, April 14th, from 1:00pm to 5:00pm. Click here to sign up!