

# QI CONNECT

Quality Improvement Monthly Newsletter

April 2013

## Requests for Records

If a client requests a copy of their Behavioral Health Records, please refer them to the QI Team Office located at 1611 Bunker Hill Way, Ste. 120, Salinas, CA 93906. You could also direct them to the **QI Helpline** at 831-755-4545 if they have additional questions.

## Frequently Asked Questions (FAQs) for April 2013

### *"Should I include a sentence in my progress note that separates travel time from service time?"*

At this time, we are asking that staff and contract providers do not separate driving time from direct service time. This means not using phrases such as "Driving time was XX minutes and direct service time was XX minutes." Please keep in mind that transporting a client and/or accompanying a client to an appointment, etc. is only billable if it is *medically necessary*; meaning there is a clinical or treatment related reason for accompanying the client. "Driving," "transporting," or using the word "linking" as a code for transportation can cause a note to be disallowed by the auditors if there is no justification for how this is related and necessary to the client's treatment. For example, you could say "Accompanied client to a doctor's appointment in Monterey due to client's increased anxiety levels in public spaces. Client has a history of having panic attacks in the doctor's office lobby. I encouraged the client to use their anxiety coping skills, such as deep breathing, to help reduce their anxiety. I also coached the client in utilizing the skill by guiding the client through each step of the deep breathing skill while in the doctor's office lobby." *Please note that this is simply an example of what could be written in this instance and this specific wording should not be utilized for your notes—be sure that all of your notes are specific to the service that you are providing.*

### *"Can I bill for leaving a message, going to a client's house and discovering they are not home, etc?"*

Leaving phone messages, having a client no-show for an appointment, having a client cancel, etc. is never billable. However, it is important to keep in mind that it is often necessary to include this type of information in the client's medical record so that there is a record of no shows, cancellations, messages left, etc. Therefore, you would want to document this type of information in a 330 note. For example, if a client has been consistently canceling or not showing up for appointments it would be important to complete non billable notes to document such so that our attempts to follow up are evident when an auditor reviews the chart.

### *"Can I bill for confirming a client appointment?"*

Calling on the phone to ensure that a client will come to a scheduled appointment is not billable unless you provide a mental health intervention. During the last audit many notes were disallowed when clinical staff billed for contacting a client to confirm their appointment. The auditors noted that services without a clinical intervention were clerical and did not meet medical necessity.

## April /May 2013 Trainings

### MyAvatar User Training

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.

MyAvatar User Training will be offered April 17. [Click here](#) to sign up!

### WRAP Training

This training is an introduction to the concept of the WRAP (Wellness Recovery Action Plan). It is a system that was developed by a group of individuals who were trying to find their own ways of effectively dealing with their mental health issues. WRAP is described as a structured system that helps individuals track uncomfortable feelings and behaviors and develop planned responses to reduce, modify or eliminate these feelings and behaviors. It also acts as a plan that can tell others what an individual needs when the individual feels so badly that they cannot make decisions for themselves and need support to stay safe. WRAP is based on empowerment and personal responsibility and it takes a holistic approach to recovery which encourages a focus on wellness and strengths rather than on what is not going well. This training will teach attendees how to develop a WRAP plan with their own clients.

WRAP Training will be offered on April 29. [Click here](#) to sign up!

### Clinical Progress Note

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.

Clinical Progress Notes training will be offered on May 13. [Click here](#) to sign up!

### Client Centered Treatment Planning

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

Client Centered Treatment Planning will be offered on May 29. [Click here](#) to sign up!

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