

# QI CONNECT

Quality Improvement (QI) Monthly Newsletter

May 2013



## May is National Mental Health Awareness Month!

Mental Health Awareness Month is observed throughout the United States during the month of May in order to raise awareness of mental health issues and reduce the stigma that surrounds it.

President Obama addresses National Mental Health Awareness Month and some of the major initiatives of his administration regarding mental health issues in a written statement released on the official White House Website. [Click here](#) to read the full written statement from the President.

## PLEASE READ! UPDATED! Policy Clarification Memo Regarding 72-Hour Documentation Timeline

The updated Policy Clarification Memo regarding the 72-Hour documentation timeline adds a clarification that Behavioral Health staff will be expected to have a minimum of 90% of their documentation entered and finalized into the MyAvatar electronic health records system within 72 business hours. It also clarifies that 72 business hours includes all normal County business hours but excludes holidays and weekends.

The full version of the updated policy clarification memo is available in the QI Website, [www.mtyhd.org/QI](http://www.mtyhd.org/QI) under the [Policy Clarification Memos](#) section. [Click here](#) to read the full policy clarification memo regarding the 72-Hour Documentation Timeline.

## MyAvatar Inactivity Time-Out

In the February 2013 QI Connect newsletter, the QI Team highlighted a policy clarification memo regarding logging out of MyAvatar. The policy clarification memo also indicated that the QI Technical Staff was going to reduce the amount of time before MyAvatar automatically logs out users due to inactivity. The reduction in time prior to auto log-out due to inactivity has occurred. As a reminder, if MyAvatar "times out," and work in a form has not been submitted, that work is lost. It cannot be recovered.

[Click here](#) if you want to read the original policy clarification memo regarding logging out of MyAvatar.

## Encountering a High Risk and/or Complex Case?

In addition to supervision and peer consultation, support is also available in the form of Collaborative Case Conferences (CCC). CCC bring together the program manager, supervisor, assigned medical staff, assigned direct service provider(s), administrative support staff (if applicable), and contract partners that work directly with the client along with members of the QI Team and leadership from other teams. The purpose is to have as many perspectives as possible in order to analyze the situation and develop cohesive strategies to provide best care for the client. Any staff member can initiate a CCC.

[Click here](#) to read for more information regarding CCCs.

## Changes in Licensure Status

This is a reminder to contact the QI Team if there are any changes to your professional licensure status. This applies to all Behavioral Health employees and contracted partners whose professional practice is governed by a State licensing board. This would include, but not be limited to; medical doctors; nursing staff; psychologists; social workers (licensed and registered interns); and marriage and family therapists (licensed and registered interns). The QI Team member to contact is Armida Johnson. She can be reached via telephone at 831-755-4545 or by email at [JohnsonA1@co.monterey.ca.us](mailto:JohnsonA1@co.monterey.ca.us).

## May/June 2013 QI Trainings

### 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.

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

### 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 May 15 and June 14. [Click here](#) to sign up for the May 15<sup>th</sup> session! [Click here](#) to sign up for the June 14<sup>th</sup> session.

### 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!

### Clinical Documentation Overview

The Clinical Documentation Overview training is a lecture/discussion exploring the principles and philosophies underlying Monterey County Behavioral Health's (MCBH) clinical service delivery and documentation. This training is also designed to provide an overview on how to formulate the content of MCBH clinical documents, such as psychosocial assessments, treatment plans, and progress notes. The MCBH Quality Improvement (QI) Team believes that the information in this training is foundational in terms of how MCBH and its community partners should provide services to clients and how to complete clinical documentation.

Clinical Documentation Overview training will be offered on June 14. [Click here](#) to sign up!

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