

QI CONNECT

Quality Improvement (QI) Monthly Newsletter

June 2013

Soledad Behavioral Health Clinic Is Opening!

Monterey County Behavioral Health (MCBH) is opening a clinic in Soledad to meet the diverse needs of South County. The clinic will provide ACCESS and Adult System of Care (ASOC) services. The clinic will also occasionally host Children System of Care (CSOC) clinicians needing a temporary space to work with clients in the area.

The clinic will have staff from the MCBH King City clinic along with new staff hired as part of a recent recruitment drive. Administrative and clinical oversight will be provided by Services Manager Cathy Gutierrez and Unit Supervisor Eydie Aragon.

The MCBH Soledad clinic is located at 359 **Gabilan Drive, Soledad, CA 93990**. The contact telephone number for the office is **(831) 678-5125**.



Monterey Peninsula Access and ASOC Relocates

The MCBH Peninsula clinic relocated from the former Monterey – Aguajito facility to the newly renovated County facility in Marina. MCBH services in the new Marina location will mirror services provided in the Aguajito clinic.

In addition to having the MCBH ACCESS, ASOC, and CSOC teams, the Marina facility will also be home to other County services (such as the Public Guardian/Conservator office plus teams from the Department Social Services and Public Health) in order to provide comprehensive services to the community in a central location.

The MCBH Peninsula Office is located at **299 12th Street, Suite A, Marina, CA 93933**. The contact telephone number for the office is **(831) 647-7652**.



QI Action Request

The QI Action Request (QI AR) will be a way for the QI Team to communicate with direct service staff, teams, and programs regarding consistent patterns or issues of non-compliance with MCBH policies and State/Federal regulations regarding clinical service delivery and documentation. The intent of the QI AR is to collaboratively correct these patterns in order to positively improve our clinical service delivery and documentation.

To read the MCBH Policy 493, which outlines the intent and procedure regarding QI ARs, [click here](#).

Unusual Incident Reporting

The Unusual Incident Reporting Policy (MCBH Policy 123) was updated on May 23, 2013. Due to the ever growing complexities of the needs of our clients and the services we provide in response, it is more critical than ever to make sure we take appropriate steps to ensure the safety of our clients and staff. The immediate and timely reporting of unusual incidents is part of MCBH's strategy to maintain safety by staying informed of all the unusual incidents encountered by MCBH staff.

As part of the changes, the Unusual Incident Reports must now also be faxed to the QI Team and sent to the MCBH Director's office.

To read the updated Unusual Incident Reporting Policy, [click here](#).

Strategic Planning

MCBH is hard at work developing a strategic plan that will guide our shape our clinical service delivery and other bureau objectives. As part of the strategic plan development, MCBH scheduled several program specific strategic planning meetings.

If you are interested in participating in the development of the MCBH strategic plan, [click here](#) to sign up for one of the scheduled meetings.

Hope to see you there!

DSM 5

The DSM-5 was published in May 2013. Although it supersedes the DSM-IV, MCBH will continue to utilize the DSM-IV-TR until further notice. System wide implementation of DSM-5 use in MCBH will be preceded by trainings for direct service staff.

MCBH is currently exploring training options for direct service staff. MCBH is also exploring how to best distribute the DSM-5 to the various clinics.

Stay tuned!

Psychosocial Assessment Changes

The QI Team and members of [MCBEST](#) have been engaged in a project to revise and revamp the Psychosocial Assessment. The drive has been to streamline the form by moving more towards clinical narratives for the different domains of the assessment. MCBEST members will present the latest iteration of the revised Psychosocial Assessment to their respective teams. If you have not seen the revised form, say hi to a MCBEST member and discuss it with them!

Upcoming Changes to MyAvatar

As part of MCBH's ongoing efforts to meet ever evolving State and Federal standards for treatment and documentation, two new components of [MyAvatar](#) have been introduced: Smoking Status and the Problem List. In addition to complying with State and Federal standards, these two new forms, especially the Problem List, should have significant uses for clinical treatment.

The Smoking Status can be found in the Demographics Section of the Admissions Form:

The screenshot shows the 'Admission' form in the MyAvatar system. The 'Demographics' section is expanded, showing fields for Client's Middle Initial, Suffix, Prefix, Client's Address (Street, Street 2, Zipcode, City), Client's Work Phone, Client's Cell Phone, Client's Email Address, Communication Preference (Email, Regular Mail, Home Phone, Work Phone, Cell Phone), Primary Language, Client Race, and Ethnic Origin. The 'Smoking' field is highlighted with a red dashed arrow, and the 'Current Some Day Smoker' option is selected. Below the Demographics section, there is a section for 'Client Declined to Provide Information On the Following' with dropdown menus for Ethnic Origin, Race, Religion, Place of Birth, Country of Origin, Maiden Name, Marital Status, Education, Employment Status, and Occupation. To the right of this section are eight 'Alias' fields (Alias 1 through Alias 8).

The Problem List can be searched for the form using the Search Form function. Here is a screenshot of where to enter information in the Problem List form:

Problems	Other	Type	Date Identified	Date of Onset	Time Of Onset	Status	Severity	Chronicity	Date Resolved	Action	Comment
Allergic asthma...				04/01/2012		Active (A)					

Buttons: New Row, Delete Row, Save, Close/Cancel, Copy/Paste Row, Copy Cell, Paste Cell

Both are now available in MyAvatar and will become mandatory as of July 1st. We will provide information as to how to utilize these forms soon!

216 Annual Plan Check List by Admit Prac

The QI Team wants to highlight what we believe is an extremely useful tool available in MyAvatar. The 216 Report provides case coordinators a quick way to look at their caseloads and determine what forms they need for each of their clients as part of the annual renewal of services. Below is a screen shot of the report:

June/July 2013 QI Trainings

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!

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 June 19 and July 17. [Click here](#) to sign up for the June 19th session. [Click here](#) to sign up for the July 17th session.

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 July 8. [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 July 22. [Click here](#) to sign up!