

QI CONNECT

Quality Improvement (QI) Monthly Newsletter

July 2013

Service Verifications + Satisfaction Surveys

In response to a State mandate to verify claimed mental health services, QI staff will be conducting telephone surveys of beneficiaries who received services within the past 7 days of the survey date. A random sample of 1% of all services rendered and billed (including those billed by contract providers) in a given day will trigger a service verification telephone survey within 7 days of the service. Surveys will emphasize the service verification first and foremost per the State mandate. Clients or their parent/guardian will be provided an opportunity to give additional feedback related to services if desired.

Informational posters are being placed by QI staff in all of the Behavioral Health clinics in both English and Spanish to notify clients about these calls. These posters also notify client about other ways they could provide feedback in order for Behavioral Health to continue improving services. QI is also requesting that Behavioral Health and contract provider staff educate clients about these opportunities to provide client input in Behavioral Health's ongoing efforts to improve services.

[Click here](#) to see the English version of these posters. [Click here](#) to see the Spanish version of these posters.

"Linkage:" Facts, Just The Facts

QI has received some follow up questions regarding referencing "linkage" in progress notes. We would like to provide clarification with regard to appropriate use of the term. Please keep the following in mind when utilizing the word linkage in progress notes and/or when providing transportation:

- ❖ Transportation alone (i.e. driving a client from place to place with no other mental health intervention) is NOT a billable service.
- ❖ The words "Link/linked/linkage/etc." cannot be used in place of "drove/transported/etc." For example: "This care coordinator linked the client to the grocery store" or "The client needed to pick up a prescription and so this behavioral health aide linked the client to the pharmacy". In these examples the concept of linkage is being used as a synonym, replacement, or code for "transportation" and this is not billable.
- ❖ "Link/linked/linkage/etc." are appropriate words when they speak to medically necessary services. For example, "This care coordinator provided linkage to various community resources that will benefit the client as it relates to improving the client's symptoms of depression. Specifically, volunteer opportunities in the community were explored and this care coordinator engaged the client in discussion regarding how engaging in volunteer opportunities can decrease depressive symptoms and provide the opportunity to increase pro social communication skills." In this instance the focus is not on the transportation, rather, it is on how providing support with locating community resources will directly address the client's mental health needs.
- ❖ Often a billable service is provided while transportation of a client occurs. In these instances the focus of the note should be on what medically necessary services were provided to the client—the focus should not be on the fact that transportation was provided. For example, "This care coordinator accompanied the client to his medication review appointment in the community in order to assist the client with practicing coping skills to reduce the anxiety the client often experiences before meeting with her psychiatrist."
- ❖ If transportation only services are consistently being provided it is beneficial to look at how we can assist the client with developing the skills to arrange independent transportation to appointments, etc. This may not always be possible but it can help avoid fostering an unnecessary reliance on providers for transportation.

Obtaining Consents to Transport Minors

This is a reminder to obtain parents' or legal guardians' written consent anytime we transport a minor. Behavioral Health utilizes the Permission for Outings/Medical Treatment form in order to obtain consent. This form also includes a section for the minor's parents or legal guardians to give Behavioral Health permission to obtain medical treatment if circumstances warranting medical attention for the minor arise during the transport or the outing.

The form is available in English ([click here](#)) and Spanish ([click here](#)) on the QI Website. It can be located by clicking on "Key Documents" under the "Training" menu located on the left hand side of the Web page.

Training

- ▶ New County Staff Procedure
- ▶ New Provider Staff
- ▶ Key Documents
- ▶ Training Event Calendar

Carregu's Authorization Affidavit - Spanish English

Permission for Outings/Medical Treatment - Spanish English

Updated Progress Note Viewer Report

Based on staff and community partner feedback, QI has revised the Progress Note and Face Sheet reports in Avatar in an effort to make it easier to use.

A sample of the revised Progress Note Viewer report is below:

Monterey County Health Department
Behavioral Health Bureau
Progress Note Report

Client: 00020 - CLIENT 7577070401
Date of Birth: 01/01/1988
Gender: Male
Race: White
Ethnicity: Hispanic
Address: 1234 Main St, San Jose, CA 95131
Phone: (408) 555-1234

Provider: 00000 - CLIENT 7577070401
Date of Birth: 01/01/1988
Gender: Male
Race: White
Ethnicity: Hispanic
Address: 1234 Main St, San Jose, CA 95131
Phone: (408) 555-1234

Diagnosis: 00000 - CLIENT 7577070401
Date of Birth: 01/01/1988
Gender: Male
Race: White
Ethnicity: Hispanic
Address: 1234 Main St, San Jose, CA 95131
Phone: (408) 555-1234

Treatment: 00000 - CLIENT 7577070401
Date of Birth: 01/01/1988
Gender: Male
Race: White
Ethnicity: Hispanic
Address: 1234 Main St, San Jose, CA 95131
Phone: (408) 555-1234

Updated 100 Client Face Sheet Reports

QI also revised the 100 Client Face Sheet report in a similar effort to make it easier to use.

A sample of the revised 100 Client Face Sheet report is below:

Monterey County Health Department
Behavioral Health Bureau
100 Client Face Sheet Report

Client: 00020 - CLIENT 7577070401
Date of Birth: 01/01/1988
Gender: Male
Race: White
Ethnicity: Hispanic
Address: 1234 Main St, San Jose, CA 95131
Phone: (408) 555-1234

Provider: 00000 - CLIENT 7577070401
Date of Birth: 01/01/1988
Gender: Male
Race: White
Ethnicity: Hispanic
Address: 1234 Main St, San Jose, CA 95131
Phone: (408) 555-1234

Diagnosis History

1. All Services/Outpatient
2. Inpatient/Outpatient
3. Psychiatric Program
4. Outpatient/Outpatient

5. All Services/Outpatient
6. Inpatient/Outpatient
7. Psychiatric Program
8. Outpatient/Outpatient

July/August 2013 QI 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 July 17 and August 16. [Click here](#) to sign up for the July 17th session. [Click here](#) to sign up for the August 16th 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 July 22. [Click here](#) to sign up!

CANS/ANSA Certification

This is a lecture/discussion/experiential training that introduces and explores the principles and philosophies underlying the Child and Adolescent Needs and Strengths (CANS) & Adult Needs and Strengths Assessment (ANSA) tools and provides an in-depth review of how to utilize them. The CANS and ANSA are multi-purpose tools developed to support decision making, including clinical level of care and service planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services. Attendees will complete and submit a sample CANS and/or ANSA at the end of the training in order to receive certification.

CANS/ANSA Certification training will be offered on August 8. [Click here](#) to sign up!

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