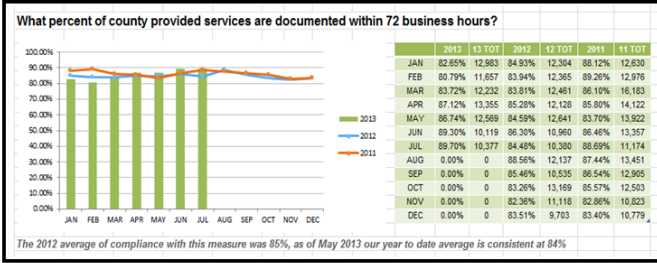


# QI CONNECT

Quality Improvement (QI) Monthly Newsletter

September 2013

## 72 Business Hours Documentation Compliance Data – almost 90% in July!



One of the key performance measures monitored by MCBH Administration is compliance with the policy of entering clinical progress notes regarding services into the client's health records within 72 hour business hours. The chart above shows internal MCBH staff's compliance with this policy according to ongoing review of MyAvatar data. The chart indicates an average of 85% compliance rate with the 72 business hour documentation policy in 2012 and an 84% compliance rate as of July, 2013. Additionally, the chart shows that the compliance rate was nearly 90% in July, 2013!

The QI Team and MCBH Administration would like to acknowledge the efforts and hard work of MCBH staff in attaining these compliance rates. Completing documentation in a timely manner can be difficult with the other challenges and pressures of maintaining high levels of quality direct services to clients. However, we all truly believe that quality and timely documentation is relevant to good direct service and this is reflected in MCBH's compliance rates.

Thanks again to all you for your hard work!

## CA BBS License Renewals

The California Board of Behavioral Sciences (CA BBS) is the regulatory agency that oversees the registration and licensure of marriage and family therapists, clinical social workers, professional clinical counselors, and educational psychologists. In working with licensed or license eligible staff (both internal and contract partners) in obtaining copies of current registrations or licenses, the QI Team became aware that the CA BBS does not necessarily send renewal reminders regarding expiring registrations or licenses. Many staff receive renewal reminders but significant amount of staff do not even if they have the correct address filed with the BBS. The QI Team also became aware that sending renewal forms and fees even two to three weeks prior to the expiration of a registration or license may not be enough time for the CA BBS to complete the renewal process prior to the registration or license expiring.



The issues described above can lead to staff being without a valid, current professional registration or license for several weeks (sometimes a month or so). As a reminder, it is Monterey County Behavioral Health policy that staff cannot conduct and bill for treatment interventions requiring a professional mental health registration or license during periods of time where they do not have a valid, current registration/license (as reflected on the CA BBS website or evidenced by a printed official registration/license) even if they have sent their renewal forms and fees.

In order to avoid this situation, the QI Team recommends that staff renew their registrations or licenses as soon as possible. The CA BBS will accept renewal forms and fees up to 90 days before the expiration date of registrations and licenses. The QI Team also recommends that staff check that the CA BBS has their correct address. The address posted on the CA BBS website is where the CA BBS sends their correspondence with the registrant or licensee.

If you want to check the status of your registration/license (including the expiration date) and the address the CA BBS has for you, [click here](#) to visit the CA BBS website.

This is also a reminder to provide the QI Team with updated copies of your registrations and licenses upon renewal and to update us with any changes to the status of your registration or licensure.

## Strategic Planning Sessions

We are currently engaged in a strategic planning process to review current services and consider possible improvements. The main objectives for the strategic plan are the following:

1. Recognize what is done well;
2. Understand what improvements are needed;
3. Identify issues and trends impacting service delivery; and,
4. Collect recommendations to be used for the Fiscal Year 2014-15 Budget Process and Mental Health Service Act/Quality Improvement planning.



We are conducting a series of community based groups as part of the Strategic Planning process, and we are inviting you to take part in a dialogue about services in the community. Please pass this information on to clients and interested community members. We have the following Strategic Planning meetings scheduled (click on the event name to see the flyer):

- [San Ardo Elementary School - San Ardo, CA](#) - Thursday, August 29, 2013 from 6 p.m. to 8 p.m.
- [Old City Hall Building - Greenfield, CA](#) - Wednesday, September 4, 2013 from 6 p.m. to 8 p.m.
- [Frank Ledesma Elementary School - Soledad, CA](#) - Thursday, September 5, 2013 from 6 p.m. to 7:30 p.m.
- [Big Sur Health Center - Big Sur, CA](#) - Wednesday, September 11, 2013 from 6 p.m. to 8 p.m.
- [Hebbron Family Center - Salinas, CA](#) - Thursday, September 19, 2013 from 6 p.m. to 8 p.m.
- [Northridge Mall, Salinas CA](#) - Friday, September 20, 2013 from 6 p.m. to 8 p.m.
- [Castroville Library - Castroville, CA](#) - Wednesday, September 25, 2013 from 6 p.m. to 7:30 p.m.
- [Marina Library - Marina, CA](#) - Monday, September 30, 2013 from 6 p.m. to 8 p.m.
- [Gonzalez High School - \(Cafeteria\) Gonzalez CA](#) - Thursday, October 3, 2013

## No Forms Customization



MCBH Administration and the QI Team asks that programs, teams, and staff do not modify or create new forms without prior consultation with Administration and QI. This pertains to forms such as informed consent, consent for treatment, release of information, notice of privacy, consent to transport, etc. Standardized forms utilized by MCBH require compliance with specific statutes, regulations, and professional ethical standards. As such, these forms not only require cross referencing with current statutes, regulations, and standards by Administration and QI staff but often require verification and validation by either County Counsel or legal consultants. Customization of forms without this verification and validation process may lead to non-compliant content that can undermine the purpose for which these forms were developed.

This, however, does not pertain to specific letters that programs, teams, and staff write and send to clients and community partners to communicate important details about the clients' particular treatment and services. However, we do highly encourage staff collaborate and consult with their specific supervisors prior to sending these documents.

## Watch Where You Print

We utilize protected health information (PHI) on a regular basis.

## Smoking Cessation Training

Last month's QI newsletter



as part of providing services for clients. The PHI we have access to contain very personal, sensitive information and we are entrusted with keeping this information safe and secure.

Part of our responsibility of keeping PHI safe and secure is being aware where we are printing documents with PHI. Working with a networked system of printers can be confusing and can easily lead to inadvertently sending documents to the wrong printers. Staff reports indicate ongoing issues with documents being sent to the wrong printer(s). These examples include documents that do not get picked up from networked printers because staff did not realize where they sent them or even documents ending up on networked printers of other departments. Although the majority of these situations are clearly inadvertent mistakes, Federal and State statutes still makes MCBH, its staff, and community partners responsible and liable for the safety and security of PHI.

Plus, if we put ourselves in our clients' place, wouldn't we want our service providers taking care of our personal PHI? If you have questions about how to get connected to the correct printer near you, please call the QI Helpline at 755-4545.

contained information regarding MCBH's initiative to education and inform our clients about the benefits of cigarette smoking cessation. As part of this initiative, the counties of Monterey, Santa Cruz, and San Benito will be offering a smoking cessation training on October 23 -24, 2013. The training will be in Marina, CA and is geared for peer advocates and staff interested in joining the effort to help those ready to quit smoking.



Training attendees must complete an application and selection process. [Click here](#) for the application. The deadline to submit your application is September 11, 2013. Notification for those accepted to participate in the training will be sent out on September 20, 2013. If you have any questions or want additional information, contact Carlos Walker at (831) 755-4856 or [walkercj@co.monterey.ca.us](mailto:walkercj@co.monterey.ca.us).

## September/October 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 September 12. [Click here](#) to sign up for September 12<sup>th</sup> session! It will also be offered on October 23. [Click here](#) to sign up for the October 23<sup>rd</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 September 25. [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.

The Clinical Progress Notes training will be on September 16. [Click here](#) to sign up for the September 16<sup>th</sup> session! It will also be offered on October 31. [Click here](#) to sign up for the October 31<sup>st</sup> session!

### 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 October 14. [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 October 28. [Click here](#) to sign up!

MCBH Quality Improvement

Tel: 831-755-4545

Fax: 831-755-4350

[www.mtyhd.org/QI](http://www.mtyhd.org/QI)