

# QI CONNECT

Quality Improvement (QI) Monthly Newsletter

October 2013

## Covered California

In response to the Affordable Care Act, the State of California developed Covered California (<https://www.coveredca.com>). Covered California is an online insurance marketplace where Californians can compare and purchase health insurance coverage. It also offers an opportunity for Californians to see if they are eligible for MediCal.



For additional information regarding Covered California, read the fact sheet by [clicking here](#) or visit the website by [clicking here](#).

## Safe Zones

The Quality Improvement Team wants to gauge your interest in supporting a Safe Zones initiative. The purpose of this initiative is to show the community and our clients that MCBH is a safe zone that support the lesbian, gay, transgendered, bisexual, and queer communities and discourage all forms of harassment and bullying. MCBH and the QI Team are planning to purchase posters and stickers that make clear statements that our services are Safe Zones and make these available for staff to place in their offices.

Check out the available posters by [clicking here](#). Please contact Mary-Alderete Brown at 831-755-4545 or via email at [brownmf@co.monterey.ca.us](mailto:brownmf@co.monterey.ca.us)

## Revised Procedures and Documents for Onset of Services

A new MCBH policy was recently adopted regarding procedures and documents to be completed at the beginning of a new or returning client's services. The new policy was adopted after a review by the Quality Improvement Committee, which consists of MCBH administrators and direct service staff, community partner agencies, and consumers.

At the beginning or onset of services for new or returning clients, the following documents will be provided to clients:

- 1) MCBH Informed Consent
- 2) MCBH Minor Consent (if applicable)
- 3) MCBH Consumer Rights
- 4) MCBH Notice of Privacy Practices
- 5) Authorization for Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information *within* Monterey County Behavioral Health (must be collected at the onset of services)
- 6) Authorization to Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information (if applicable)
- 7) Authorization to Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information for Multi-Disciplinary Teams (if applicable)
- 8) MCBH Unlicensed Clinician (if applicable)
- 9) Authorization to Bill Private Insurance or MediCare (if applicable)
- 10) Guide to MediCal/Mental Health Services (if applicable)
- 11) MCBH Problem Resolution

The clients' signatures will be obtained after the client reads each document and is provided enough information by their MCBH provider to understand the content of the documents.

Each of these documents are either new or heavily revised versions of existing forms. These documents were developed or revised to comply with the most current laws, statutes, and regulations. Providers and consumer feedback that many of the documents were confusing and not comprehensive were also taken into account during the development and revision process.

Although the new policy has been adopted, use of these new documents has not been implemented. The QI Team is current in the process of updating MyAvatar and preparing updated print versions for use in the field.

Stay tuned for future updates regarding the full roll out and use of this new policy and the accompanying documents!



## Law and Ethics for Licensed/License-Eligible Staff

This is an 8 hour training facilitated by Linda Garrett, J.D. Part of the training will focus on the ethical responsibilities established by various mental health professional associations. The other part of the training focuses on the laws, regulations, and statutes that shape the practice of mental health by licensed or license-eligible staff. The legal component of the training will emphasize newer laws, regulations, and statutes. Continuing Education Units (CEUs) will be available.

Law and ethics for licensed/license-eligible staff will be offered on November 21. [Click here to sign up!](#)

## Law and Ethics for Non-Licensed Staff

This is an 4 hour training facilitated by Linda Garrett, J.D. It is focused on issues of law and ethics relevant to non-licensed service providers in the mental health field. Issues to be discussed include confidentiality, dual relationships, scope of responsibility, etc. This training will also focus on newer, laws, regulations, and statutes.

Law and ethics for non-license staff will be offered on November 22. [Click here to sign up!](#)

## October/November 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 October 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 on October 23. [Click here](#) to sign up for the October 23<sup>rd</sup> session! It will also be offered on November 19. [Click here](#) to sign up for the November 19<sup>th</sup> training!

### 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!

### 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.

It will also be offered on October 31. [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 care planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of care. Attendance

and access, planning, to measure, specify, implement, maintain, and evaluate for the monitoring of outcomes of services. Assessors 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 November 7. [Click here](#) to sign up!

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