

# QI CONNECT

Quality Improvement (QI) Monthly Newsletter

November 2013



Happy Thanksgiving!

## Big News! New Auto-Save Function Live Now in Avatar!

In response to staff experiences with losing critical data while inputting information into the electronic health records, a new Auto-Save function has been incorporated into MyAvatar. Please [click here](#) to read the description/instruction document regarding the Auto-Save function. The document contains critical information that users of MyAvatar should know regarding the Auto-Save function, including the following:

- A list of MyAvatar forms that can utilize the Auto-Save Function. *Not every form utilizes the Auto-Save function.*
- A description of how the Auto-Save function does not replace or substitute for submitting forms, especially forms with Final/Draft components.

[Click here](#) to view the Auto-Save description/instructions.

## Safety Concerns Client Document

Based upon requests from several outpatient teams who regularly deal with clients who present safety concerns, a document was developed to support safety procedures (such as having additional staff present and keeping office doors open during meetings).

This document is to be presented to the client and, as with any form we ask clients to complete, they must be fully informed of what this form entails, including risks and benefits to both agreeing to the safety procedures or discontinuing their services with MCBH.

[Click here](#) to access the document.

## Policy Clarification Memo – 60-Day Assessment and Treatment Planning Window

For programs who receive transfer cases from MCBH ACCESS, please [click here](#) to view a document clarifying how the 60-day Assessment and Treatment Planning window applies. This is in reference to the 60-day window for new clients and clients returning after 365 days of having no case coordinated service. Again, this is also a clarification for situations where ACCESS transfers a client (i.e. transfers to ASOC, TAY, or CSOC) and *not* for situations where ACCESS conducts an assessment, provides community referrals, and closes a client to ACCESS services. In those situations, it is at the client's discretion whether or not they follow through with referrals and when they decide to seek services with community providers.

[Click here](#) to view the policy clarification memo.

## UMDAP

Missing UMDAP information from prior years do not have to be collected and entered into the Family Registration (UMDAP) form in MyAvatar. However, UMDAP information need to be collected and entered into MyAvatar for the current service year and for all years the client receives services in the future.

## Psychosocial Assessment Information Roll-Over

The issue of information from past Psychosocial Assessments in MyAvatar not rolling forward into a new Psychosocial Assessment has been resolved.

If you continue to experience issues with information from past Psychosocial Assessments not rolling forward after selecting the option to do so, please contact the QI Helpline at 831-755-4545.

## Group Billing Code/Group Progress Note Form

This is a reminder that the 351 Group Rehab Counseling billing code and the Progress (Individual and Group) form in MyAvatar should only be used for services involving 2 or more clients.

If other attendees for a group do not show for whatever reason and services during a scheduled group session is only provided to 1 client, do not use the group billing code. Document the services provided to the individual client in the standard Clinical Progress Note MC form.

## Productivity

The QI Team received requests from internal MCBH staff to clarify how productivity was calculated. In response, the QI Team developed a document describing the different components of the 310 Staff Productivity Report and how these components contributed to the calculation of productivity.

[Click here](#) to view the 310 Staff Productivity Report Components document.



## 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 log onto the Monterey County Learning and Development Network (LDN) to sign up.

Once logged onto the LDN, select "Learning Catalog" on the left side drop down menu. Then select "Course Catalog." Once the search field becomes available in the main window, search for the instructor's name, Linda Garrett. In the search results, select "WE&T: Law and Ethics (Clinical Staff)."

If you are a contract provider or are having difficulties logging into LDN, please contact Carlos Walker at MCBH Administration for assistance. You can email Carlos Walker by [clicking here](#) or you can call him at 831-755-4856.

## 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 log onto the Monterey County Learning and Development Network (LDN) to sign up.

Once logged onto the LDN, select "Learning Catalog" on the left side drop down menu. Then select "Course Catalog." Once the search field becomes available in the main window, search for the instructor's name, Linda Garrett. In the search results, select "WE&T: Law and Ethics (Administrative and Paraprofessional Staff)."

If you are a contract provider or are having difficulties logging into LDN, please contact Carlos Walker at MCBH Administration for assistance. You can email Carlos Walker by [clicking here](#) or you can call him at 831-755-4856.

## November/December 2013 QI Trainings

MyAvatar User Training

**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 November 20. [Click here](#) to sign up for the November 20<sup>th</sup> training! It will also be offered on December 20. [Click here](#) to sign up for the December 20<sup>th</sup> session!

Please note that the location for the November and December MyAvatar Training is now **1200 Aguajito Road, Monterey, CA 93940**. It will be at the former MCBH Monterey Peninsula offices by the Monterey Court house. Also be aware that the **December 20<sup>th</sup> session starts at 9am**.

MCBH Quality Improvement

Tel: 831-755-4545

Fax: 831-755-4350

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