

# QI NEWSLETTER – OCTOBER 2014

Written by Ben Bunyi on October 16, 2014. Posted in Newsletter Posts

## Kudos!

A client provided the following feedback regarding Hope Griffin-Ortiz, clinician from MCBH's Children's Services:

"Hope has been very helpful in helping me be the best parent I can. She has very good suggestions and shows me positive ways to interact with my child."

Job well done, Hope!

## State Consumer Satisfaction Surveys

The annual California Department of Health Care Services (CA DHCS) consumer satisfaction survey period will be from Monday, November 17 through Friday, November 21, 2014.

QI will contact MCBH service managers and contract program directors with additional information regarding the surveys.

If you want to read the CA DHCS information notice regarding the consumer satisfaction surveys, click on this article.

## New and Updated Policies

At the Quality Improvement Committee (QIC) meeting held on 09/25/2014, the following new or revised policies were reviewed and ratified by the QIC:

- . 107—Licensure Requirements and Verification
- . 112—Treatment Authorization Requests (TARs)
- . 120—Notice of Action
- . 141—Health Service Records Retention
- . 143—Psychologist Waiver and Licensure Requirements
- . 206—Staff Identification Cards
- . 492—Co-signatures

Click on the article to access a summary of these policies and links to the full policies.

## CIT Conference 2014

The 2014 CIT Conference, hosted by CIT



International and MCBH, was held from October 13-15. It was a resounding success and we would like to acknowledge all those involved for a job well done!

## Monterey County Behavioral Health Quality Improvement

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<http://www.mtyhd.org/QI>

## Customer Service Training

This is a required training.

**Date:** February 12, 2015

**Time:** 830am to 1230pm

**Location:** 230 Church St., Bldg. 1, Salinas, CA 93901

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