

# Quality Improvement Newsletter

County of Monterey



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## SOCIAL WORK MONTH 2016 - FORGING SOLUTIONS OUT OF CHALLENGES

Our nation’s more than 600,000 social workers have amazing tenacity and talent.

They confront some of the most challenging issues facing individuals, families, communities and society and forge solutions that help people reach their full potential and make our nation a better place to live.



WE CELEBRATE THE CONTRIBUTIONS OF SOCIAL WORKERS DURING NATIONAL SOCIAL WORK MONTH IN MARCH. [HTTP://WWW.NASWCA.ORG/](http://www.naswca.org/)

## NEW QI STAFF



We are excited to announce our newest member of the Quality Improvement team. Cesar Anaya joins our team as the Unit Supervisor. Cesar brings an array of knowledge in working in the mental health field. Cesar is bilingual (English/Spanish) and is a Licensed Marriage and Family Therapist (LMFT). He holds B.S. degree in Criminology from the University of Fresno as well as a M.A. degree in Marriage and Family Therapy from the University of Southern California (USC). Having grown-up in Salinas, Cesar understands the needs of this community. Prior to joining Monterey County Behavioral Health (MCBH) in 2007, Cesar provided crisis interventions services for victims of rape and survivors of sexual assault in Southern and Central California regions. Since his inception at MCBH, Cesar has expanded his skill set to include working with adults with severe mental illness through our Adult System of Care (7/2007 - 5/2012), work within our Juvenile Justice team (5/2012 – 2/2016), and providing crisis intervention services through our ACCESS ED “crisis team” (12/2007 – 12/2015).

With his level of experience, Cesar is an excellent addition to the QI team

## WANT TO STAY ON TOP OF CHART COMPLIANCE?

### RUN THE 315/316 COMPLIANCE REPORTS

The 315–Admitting Practitioner Compliance Report (“315”) and 316–Case Coordinator Compliance Report (“316”) were designed to assist you track and manage compliance requirements for essential documents in clients’ electronic health records. The first 7 items must be compliant for billing purposes. If any of the first 7 items are not compliant, only non-billable services codes can be used.

## CASE COORDINATOR FORM

Behavioral Health operates under a care coordination model; meaning that each client is assigned a "Case Coordinator" who is responsible for the completion of a coordinated treatment plan and assessment documentation on an annual basis.

The purpose of care coordination is to ensure that clients are receiving necessary services without duplication. The case coordinator can be county staff or contract provider staff.

Many reports run using the data entered in the client case coordinator form. If you are the client's case coordinator, make sure to complete the Client Case Coordinator form and enter the date you were assigned case coordinator for the client. If you are no longer the case coordinator for the client, enter the date of discharge as the end date, or the date you transferred the client to a new case coordinator.



- Q: Does my client need to sign a Medication Consent Form?  
⇒ A: Yes. Behavioral Health has the obligation to inform clients of the risks and benefits of medications.

Medical Staff must ensure that clients understand specific risks and benefits of each medication when signing these forms. A consent is required for each medication.

## 2016 UPCOMING TRAININGS

### LAW AND ETHICS TRAINING

#### LICENSED/LICENSE-ELIGIBLE STAFF

March 14, 2016 - 8:30 am - 4:00 pm

Click [here](#) to register

#### NON-LICENSED & ADMINISTRATIVE STAFF

March 15, 2016 - 12:30 pm - 5:00 pm

Click [here](#) to register

#### **This training will cover the following subjects:**

HIPAA Overview; HITECH Act –New Regulations; Confidentiality Exceptions (with Authorization, Must Disclose, May Disclose); Integrated Care – Sharing With Other Providers.

### MYAVATAR

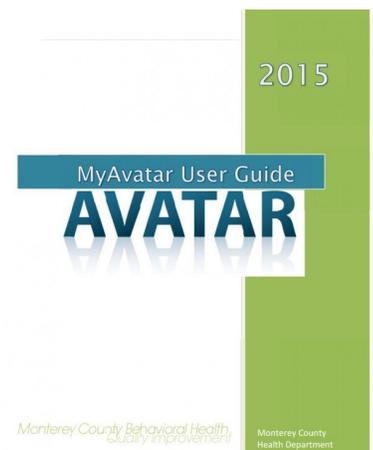
March 18, 2016

9:00 am—4:00 pm

This course is an introduction on how to navigate the MyAvatar Electronic Health Records (EHR) system.

Organized in a way that follows a client from admission to discharge in MyAvatar EHR, 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 EHR.

[Click here to register](#)





## NON-VIOLENT CRISIS INTERVENTION TRAINING

March 22, 2016

8:30am - 4:30 pm

The *Nonviolent Crisis Intervention*<sup>®</sup> program is a safe, nonharmful behavior management system designed to aid human service professionals in the management of disruptive and assaultive behavior, even during the most violent moments. It has been developed and taught by the Crisis Prevention Institute, a training organization devoted to training staff in the safe management of potentially violent individuals. **The program has several primary objectives:**

1. Training staff with the techniques effective in approaching and reducing the tension of an agitated person.
2. Focusing on the alternatives if a person loses control and becomes violent.
3. Instructing staff members in techniques to control their own anxieties during interventions and maintain the best possible professional attitude.
4. Providing nonverbal paraverbal, verbal and physical safety skills to allow the staff to maintain the best possible care and welfare, as well as safety and security, for all involved.

[Click here](#) to register.

**IMPORTANT:** This course is for Children & Adult Behavioral Health employees who have not attended in a few years or who have never attended this course before. If you have attended the comprehensive course twice in the past two years, you are eligible to sign up for the Formal Refresher four hour training which builds on the concepts in this comprehensive course.



## CLINICAL PROGRESS NOTES TRAINING

March 24, 2016

1:00 pm—5:00 pm

**What this is:** This is a lecture/discussion training that explores the principles and philosophies underlying Monterey County Behavioral Health's (MCBH) clinical progress notes specifically, the "FIRP" format of writing notes 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.

**Required material:** Please bring a printed copy of the Clinical Documentation Guide.

It is available by: [Clicking Here](#)

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