

Quality Improvement Newsletter

County of Monterey



IN THIS ISSUE

CONSUMER PERCEPTION SURVEYS	1
ATTENDING PRACTITIONER UPDATE	1
IMAGENOW—SCANNING SOFTWARE	1
AVATAR - FREQUENTLY ASKED QUESTIONS (FAQ'S)	2
APRIL TRAININGS	2-3

Consumer Perception Surveys Coming in May!

It is that time of year again, the Spring 2016 Consumer Perception Survey data collection period is upon us. The survey period will be May 16-20 2016.



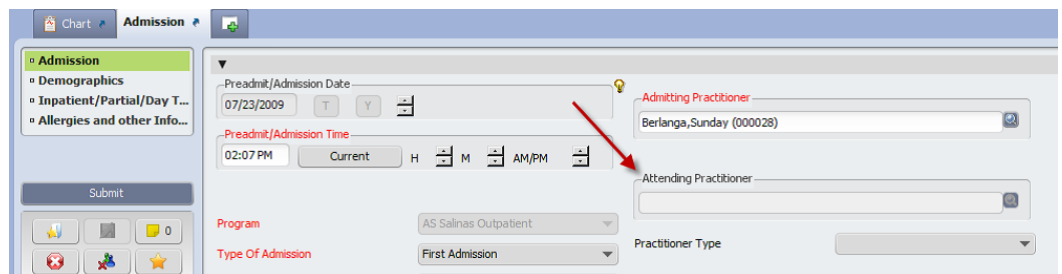
We will be collecting information via Consumer Perception Surveys. The surveys are conducted over the course of one week in all our clinics as well as our Community Partner clinics. The surveys are completed by adults, caregiver’s of children, and transitional age youth.

The information obtained from the surveys will be sent to the Department of Health Care Services (DHCS) for data evaluation. Behavioral Health may also use these data to review consumer perception and for the development of performance plans to ensure high-quality service delivery to consumers and their families. We ask that Community Partners designate a point of contact to ensure we send the necessary information regarding the surveys.

Please email Mary Alderete-Brown brownmf@co.monterey.ca.us or call 831-755-4545 to designate a point of contact. If you have any questions concerning the survey period please contact Mary Alderete-Brown @ 831-755-4545 or email brownmf@co.monterey.ca.us

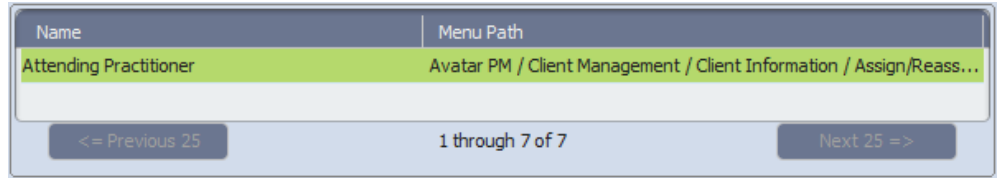
Attending Practitioner Update

HISTORIC: Staff had the ability to update the attending practitioner field using the admission form.

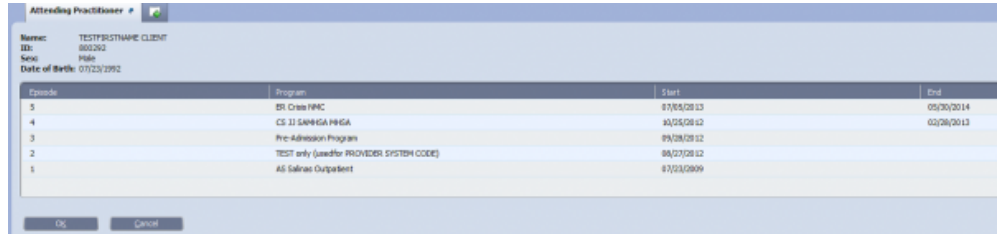


NEW: Once the admission form is submitted the attending practitioner field is grayed out and disabled for editing. To add or edit the information on the attending practitioner field you may now do so by using the "Attending Practitioner" form in Avatar.

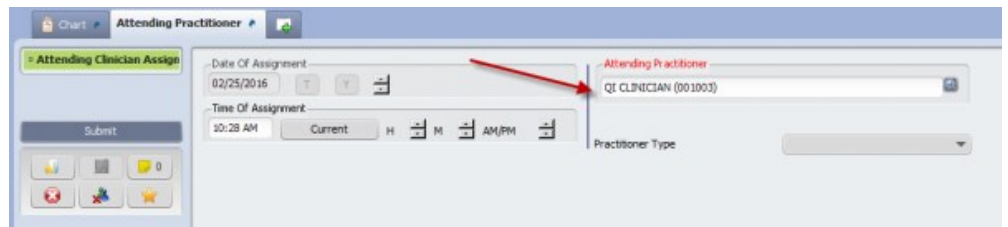
1. Search for Attending Practitioner in the forms and data widget.



2. Select the episode for which you need to change the attending practitioner



3. Enter date of assignment, current time, attending practitioner, and submit the form.



ImageNow™ Scanning Software!



We will begin using a new software that will make scanning documents into AVATAR much easier. ImageNow™ which will be replacing the current POS Scan, will be installed on specific workstations on Friday, April 15, 2015. [Click here](#) to view the directions. The directions may also be found on the website under myAvatar UserGuides www.mtyhd.org/QI

Frequently Asked Questions

Q. Am I able to bill a group service code if only one client participated?

A. No. In order for you to bill any type of group services, please ensure that at least 2 people attended the group. **YOU CANNOT** bill for a group service if only one client attended the group, then you will bill for an individual service.

2016 APRIL TRAININGS

myAVATAR

APRIL 15, 2016

9:00 AM - 4:30 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](#)

Psychosocial Assessment Training

APRIL 26, 2016

8:00 AM - 12:00 PM

Required material: Please bring a printed copy of the most updated version of the QI Team Clinical Documentation Guide. It is highly referenced during the training. It is available by [Clicking Here](#)

[Click here to register](#)

2016 MAY TRAININGS

myAVATAR

MAY 20, 2016

9:00 AM - 4:30 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](#)

Treatment Plan Training

MAY 24, 2016

1:00 PM - 5:00 PM

Required material: Please bring a printed copy of the Clinical Documentation Guide. It is available by: [Clicking Here](#)

[Click Here](#) to register

Non Violent Crisis Intervention Formal Refresher Training

MAY 17, 2016

8:30 AM - 12:30 PM

This is a 4-hour **Recertification** Training for Adult & Children's Behavioral Health employees who have attended the 7-hour CPI comprehensive course twice in the past two years.

[Click Here](#) to register

Law and Ethics

NON-LICENSE ELIGIBLE STAFF AND ADMINISTRATIVE STAFF

MAY 19, 2016

8:00 am - 12:00 pm

LICENSE ELIGIBLE STAFF

May 20, 2016

8:30 am - 4:00 pm

This training will cover the following subjects: New Legislation, Consent / Minors and the Law, Confidentiality / New MCHD Privacy Policy, Mandated Reporting, Ethics: Dual Relationships and, Boundary Issues.

[Click Here](#) to register