

Quality Improvement Newsletter

County of Monterey



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Consumer Perception Surveys

MAY 16-20, 2016

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



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. We ask that Community Partners designate a point of contact to ensure we send the necessary information regarding the surveys. To designate a point of contact, or if you have any questions concerning the survey period, please contact:

Mary Alderete-Brown
 Email: brownmf@co.monterey.ca.us
 Phone: 831-755-4545

myLearningPointe

Staff training academy

Work in Your Pajamas!

Starting on May 16th, E-Learning, introductory documentation courses will be available through myLearningPointe for Assessment, Treatment Plan and Progress Note writing.



Courses provide an overview of clinical documentation rationale and standards and are designed for both new employees and existing employees who want a “refresher”. These E-Learning course are now a prerequisite (must be taken on-line) before you can enroll in the corresponding four-hour classroom documentation courses.

Up-coming classroom documentation courses are offered as follows:

Treatment Planning: Tuesday, May 24, 1-5, Marina
Progress Notes: Tuesday, June 7, 8-12, Salinas (Whitney)

If you do not yet have access to myLearningPointe, email 415-Training@co.monterey.ca.us to get set up with a username and password.



MONTEREY COUNTY BEHAVIORAL HEALTH

Is excited to host UNIFIED PROTOCOL FOR THE TRANSDIAGNOSTIC TREATMENT OF EMOTIONAL DISORDERS

One-day Introductory workshop
Intended Audience: Access and ASOC staff

PRESENTED BY SHANNON SAUER-ZAVALA, PH.D.
Director of Education and Training for the Unified Protocol

HANNAH BOETTCHER, MA
Assistant Director of Training



The Unified Protocol (UP) is a form of cognitive-behavioral therapy (CBT) for individuals diagnosed with anxiety disorders, depression and related disorders. It was developed by David Barlow and a team of researchers at the Center for Anxiety and Related Disorders (CARD) at Boston University. The UP is a transdiagnostic treatment, which means that it can be applied to a range of different disorders and problems (e.g., panic attacks, social anxiety, obsessive thought/compulsions, depressed mood, and impulsive behaviors). The overarching goal of the UP is to help patients learn new ways of responding to uncomfortable emotion that reduce symptoms across a patient’s range of problems. The UP combines elements such as mindfulness, cognitive therapy, and behavioral therapy.

Friday July 8, 2016 8:30 am-4:00 pm
Registration begins at 8:00 am

LOCATION

Marina Training Center
299 12th Street, Marina, CA 93933

[Click here to Register](#)
[Click here for more information](#)



Avatar Updates

Two changes in Avatar were made to comply with State regulations.

- 1) Changes to the drop-down menus of the “type of admission” and “source of admission” field on the Admission form. We do not anticipate these changes will have significant impact on work but wanted to keep you informed.
- 2) A “Client Condition-Pregnancy” form has been added to the admission bundle. The form is necessary to collect information on pregnancy. The form is to be completed whenever you gain knowledge of the client’s pregnancy. You must enter the pregnancy end date when the pregnancy comes to an end. As a reminder you may access this form directly using the search field.



Changes to present Admission form:

The screenshot shows the 'Admission' form interface. The left sidebar has a tab labeled 'Allergies and other Info...'. The main form area contains several sections: 'Allergies' with radio buttons for 'Yes' and 'No', and a text area for 'Description/List of Allergies'; 'Is client a Veteran?' with radio buttons for 'Yes', 'Unable to report', 'No', and 'Current Active Duty'; and 'Branch of Service' with radio buttons for 'Army', 'Army National Guard', 'Marine Corps Reserve', 'Navy Reserve', 'Air Force Reserve', 'Coast Guard', 'Army Reserve', 'Marine Corps', 'Navy', 'Air Force', and 'Air Guard'. A red callout box points to the 'Is client currently pregnant?' section, which has radio buttons for 'Yes', 'No', and 'Not reported', and a text area for 'If pregnant last menstruation date'. The callout box contains the text: 'This will be removed from the "Allergies and other Information" Tab'.

New form Client Condition - Pregnancy

The screenshot shows the 'Browse Forms' interface. At the top right, there are links for 'HOME' and 'MYAVATAR U'. Below is a table with two columns: 'Name' and 'Menu Path'. The table contains one entry: 'Client Condition - Pregnancy' with the menu path 'Avatar PM / Client Management / Client Information'. Below the table are navigation buttons: '<= Previous 25', '1 through 1 of 1', and 'Next 25 =>'. At the bottom, there is a search bar with the text 'client condition|' and a red arrow pointing to the search button. The 'Browse Forms' label is at the bottom left, and the 'MONTEREY COUNTY BEHAVIORAL HEALTH QUALITY IMPROVEMENT' logo is at the bottom right.

The screenshot shows the 'Client Condition - Pregnancy' form. The left sidebar has a tab labeled 'Client Condition - Pregn...'. The main form area contains several sections: 'Add, Edit, or Delete a Record' with radio buttons for 'Add', 'Edit', and 'Delete'; 'Client ID' with a text input field; 'Episode Number' and 'Selected Record' with dropdown menus; 'Filed Records' with a list view; 'Pregnancy Start Date' and 'Pregnancy End Date' with date pickers; 'Initial Treatment Date (2300-DTP-03)' and 'Date Of Last Menstrual Period (2300-DTP-03)' with date pickers. The 'Submit' button is in the left sidebar, and the 'Online Documentation' link is at the bottom left.



Treatment Authorization Request (TAR)

Quality Improvement is responsible for processing TAR's within designated timeframes. We have learned that at times, TAR documents have been sent directly to programs by the treating hospitals. If you receive a TAR (see example of TAR facesheet on the right) please notify QI immediately by email 415QI@co.monterey.ca.us or call (831)755-4545 and ask for a clinical team member. QI will immediately make arrangements to obtain the TAR records from you. We appreciate your support.



REQUEST FOR MENTAL HEALTH STAY IN HOSPITAL F.I. USE ONLY

DATE RECEIVED: COUNTY USE MONTEREY COUNTY MENTAL HEALTH CONSOLIDATION STATE DEPARTMENT OF MENTAL HEALTH

1. CLAIMS CONTROL NUMBER F.I. USE ONLY

CONFIDENTIAL PATIENT INFORMATION

HOSPITAL USE

ADMIT TAR NUMBER ORIGINAL AUTHORIZATION NUMBER ADMIT DATE AUTH. EXP. EMER. ADMIT VERBAL CONTROL

PATIENT MEDICAL ID NO. 12 PERIOD 13 SEX 14 DATE OF BIRTH 15 AGE 16

PROVIDER NUMBER PROVIDER PHONE NO. PROVIDER NAME

PROVIDER STREET MAILING ADDRESS PROVIDER CITY, STATE AND ZIP CODE

FOR PHYSICIAN: PLEASE PROVIDE SUFFICIENT ESSENTIAL DETAIL TO PERMIT A REASONABLE EVALUATION OF THE LENGTH AND LEVEL OF CARE REQUESTED.

CURRENT DIAGNOSIS CURRENT ICD9-CM PATIENT'S AUTHORIZED REPRESENTATIVE (IF ANY) ENTER NAME AND ADDRESS

DESCRIBE CURRENT CONDITION REQUIRING HOSPITALIZATION.

WHAT PLANNED PROCEDURES WILL REQUIRE THIS HOSPITALIZATION, INCLUDE DATES WHEN POSSIBLE.

HOSPITAL: TO THE BEST OF YOUR KNOWLEDGE THE ABOVE INFORMATION IS TRUE, ACCURATE AND COMPLETE AND THE REQUESTED SERVICES ARE MEDICALLY INDICATED AND NECESSARY TO THE HEALTH OF THE PATIENT.

SIGNATURE OF PROVIDER DATE TYPE OR PRINT NAME OF RESPONSIBLE PHYSICIAN SIGNATURE OF RESPONSIBLE PHYSICIAN DATE

COUNTY MEDICAL CONSULTANT-VALIDATING INFORMATION AND EXPLANATION

FOR COUNTY USE ONLY

28 DENIED 29 APPROVED 30 DEFERRED 31 ACCO'D

32 DATE OF BIRTH 33 DATE OF BIRTH 34 DATE OF BIRTH 35 DATE OF BIRTH 36 DATE OF BIRTH 37 DATE OF BIRTH 38 DATE OF BIRTH 39 DATE OF BIRTH 40 DATE OF BIRTH 41 DATE OF BIRTH 42 DATE OF BIRTH

CHART REVIEWS COUNTY MEDICAL CONSULTANT REVIEW COMMENTS INDICATOR

NOTE: AUTHORIZATION DOES NOT GUARANTEE PAYMENT. PAYMENT IS SUBJECT TO PATIENT'S ELIGIBILITY. BE SURE THE IDENTIFICATION CARD IS CURRENT BEFORE RENDERING SERVICE.

SEND TO COUNTY MENTAL HEALTH DEPT. - F.I. COPY

2016 MAY TRAININGS

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. Please note location:

Board of Supervisors Chambers
 Administration Building
 168 W Alisal Street
 Salinas, CA 93901



2016 MAY TRAININGS - continued

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

2016 JUNE TRAININGS

Clinical Progress Notes Training

June 7, 2016

8:00am - 12:00pm

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.

To Enroll: [Click Here](#)

Instruction Guide: [CLASSROOM COURSE REGISTRATION](#)

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

myAVATAR

June 17, 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](#)

