

# Quality Improvement Newsletter

County of Monterey



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## MONTEREY COUNTY SHERIFF’S JAIL VISITORS POLICY

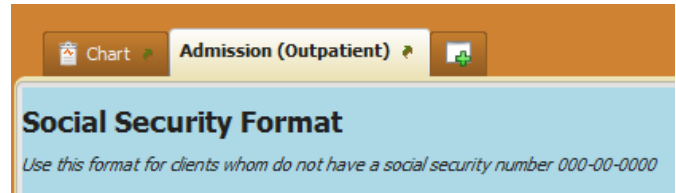
Please be aware of the most recent policy by the Monterey County Sheriff’s Office to accommodate inmate visit with official visitors: attorneys, private investigators, clergy, social services representatives, etc. Please read the information carefully to avoid any delays in visits.



Effective Monday, September 15th, 2014 the Monterey County Jail will implement an official visitor sign up system to accommodate inmate visits with attorneys, Probation Officers, private investigators, clergy, social services representatives, etc. Our policy is being modified as follows: Official visitors shall call (831) 759-7210 in advance to schedule an appointment to visit an inmate.

## REMINDER: ENTERING A SOCIAL SECURITY NUMBER IN AVATAR

This is a friendly reminder to use a hyphen " - " when entering a social security number in Avatar (###-##-####). In the event no social security number is available, please enter information as 000-00-0000



## PROBLEM RESOLUTION PROCESS



Monterey County Behavioral Health is committed to solutions to problems and concerns encountered during the course of receiving services. Below are the English and Spanish versions of the Problem Resolution documents.

- ◆ [Problem Resolution Process \(English\)](#)
- ◆ [Problem Resolution Process \(Spanish\)](#)
  - ◆ [Problem Resolution \(Spanish\)](#)
  - ◆ [Grievance Form \(Spanish\)](#)
  - ◆ [Appeal Form \(Spanish\)](#)
  - ◆ [Change of Clinician \(Spanish\)](#)

## AUTHORIZATION TO USE, EXCHANGE, AND/OR DISCLOSE CONFIDENTIAL INFORMATION

Reminder: A client or authorized representative who consents to release of any and/or specific information about their health record must read and sign the **"Authorization to Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information"** previously referred to as "Release of Information."

The Authorization, once signed, may be valid for a designated period of time or expire on a specific event. The client or authorized representative must state who the information may be released to, the purpose for which the information may be used, what specific information may be released, and when the authorization will expire.

*Below are the links to the Authorization for Use, Exchange, and Disclosure of Confidential Behavioral Health Information. Or you may find them in the QI Website:  
<https://www.mtyhd.org/QI/index.php/home/printable-documents/>*

MCBH Authorization for Use, Exchange, and-or Disclosure of Confidential Behavioral Health Information – WITHIN [English](#) - [Spanish](#)

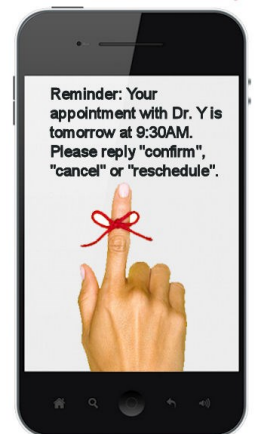
MCBH Authorization for Use, Exchange, and-or Disclosure of Confidential Behavioral Health Information – General [English](#) [Spanish](#)

## KEEPING UP WITH TECHNOLOGY CAREMESSAGE TEXT MESSAGING

We continue to appreciate your ongoing support with the performance improvement project that will help remind clients of upcoming appointments through the use of text messaging.

Thank you for your support with the recent text messaging surveys. We learned that 45% of the consumers who responded are "very interested" in receiving appointment reminders via text message.

We continue to request, you continue to maintain the most accurate information regarding consumer's phone numbers and preferred method of communication.



## 2016 JUNE TRAININGS

### 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](#)

## 2016 JULY TRAININGS

### UNIFIED PROTOCOL FOR THE TRANSDIAGNOSTIC TREATMENT OF EMOTIONAL DISORDERS

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](#)

Participants will develop a unified, trans-diagnostic case conceptualization for patients presenting with comorbid emotional disorders. Participants will apply emotion-focused treatment concepts and strategies (e.g., objective monitoring, emotional awareness training, cognitive reappraisal, reduction of emotional avoidance and maladaptive emotion driven behaviors) to patients presenting with comorbid emotional disorders. Participants will create effective and cohesive emotion exposures for patients with depression and complex comorbidities - **INTENDED AUDIENCE: ACCESS AND ASOC STAFF**

### MYAVATAR

July 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](#)

### NON-VIOLENT CRISIS INTERVENTION TRAINING FULL-DAY

July 19, 2016

9:00 am - 4:30 pm

**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.