

# Quality Improvement Newsletter

County of Monterey



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## POLICY UPDATE

MCBH Policy 333 regarding involuntary treatment has been revised. The revisions to the policy were necessary in order to bring the policy in compliance with regulations. The policy has been reviewed and approved by the Quality Improvement Committee (QIC). Below is the specific revision information to the policy:

(Lines 10-22)

On January 1, 2002 California implemented Assembly Bill (AB) 1424. It modifies the Lanterman-Petris-Short Act, which governs involuntary treatment for persons with mental health disorders in California. The legislative intent of the bill is as follows:

"The Legislature finds and declares all of the following: Many families of persons with serious mental illness find the Lanterman-Petris-Short Act system difficult to access and not supportive of family information regarding history and symptoms. Persons with mental illness are best served in a system of care that supports and acknowledges the role of the family, including parents, children, spouses, significant others, and consumer-identified natural resource system. It is the intent of the Legislature that the Lanterman-Petris-Short Act system procedures be clarified to ensure that families are a part of the system response, subject to the rules of evidence and court procedures."

(Lines 116-143)

AB 1424 mandates that the individual's historical course shall be considered at all steps of the process. This means that family members are able to give information to the treatment providers no matter whether or not there is a signed Authorization for Use, Exchange, and Disclose Confidential Behavioral Health Information on file. The client has the legal right to challenge information provided by the family. More specifically, AB 1424 requires:

The history of mental illness, including prior hospitalizations, symptoms, and treatment received, will be considered when determining whether the person is a danger to self/others or gravely disabled.

The hearing officer or court will obtain relevant evidence from family members, treatment providers, or anyone designated by the patient

That facilities will make available the information received by the families to the hearing officer or judge

The peace officer or county-designated mental health professional who wrote the legal document to detain the patient ("5150") will consider information provided by the family or treating professional. This will include information about the history of the mental illness when deciding whether there is probable cause for hospitalization.

All Policies can be found on the QI Website: Improvement website:

<http://www.mtyhd.org/QI/index.php/policies-and-procedures-2/>

## STAFF REMINDER

### **DSM-5/ ICD-10 UPDATE—-DEADLINE MARCH 9, 2017**

Thank you to all who have already updated diagnoses for individuals on your caseloads.

For those who are still working on meeting this requirement, the deadline to ensure all diagnoses contain a DSM 5 and ICD-10 code set is **March 9, 2017**.

As noted in the QI Protocol dated 12/1/2016: In order to comply with regulations, effective January 1, 2017 all specialty mental health (outpatient and inpatient) services provided through Monterey County Behavioral Health and its contracted community partners are required to use DSM-5 to diagnose mental disorders for determination of medical necessity and related documentation and must also include the related ICD-10 code set for the diagnosis. The DSM-5 diagnosis and ICD-10 must be present in order to claim services. Please note, only practitioners whose scope of competence includes the ability to complete a diagnosis, may do so.

You may run *Avatar report 322* for information on diagnoses for individuals on your caseload. Report 322 will display information from the diagnosis form regarding DSM-IV, DSM-5 and ICD-10.

### **CHANGES IN STAFF EMPLOYMENT STATUS**

Supervisors/Staff: Please remember to notify QI Staff if there are any changes in your employment status.

- ⇒ Transfers: Complete the Error Reporting form in Avatar and select the "Team assignments or Staff access problems" Please be sure to include the end date of the team you are leaving and the start date of when you will begin to work for the new team.
- ⇒ End of Employment: Complete the "End of Employment" form in Avatar
- ⇒ License Update: Complete the Error Reporting form in Avatar and select the "License change notification"

New Hire and End of Employment checklist can be found here:

<https://www.mtyhd.org/QI/index.php/county-staff/new-staff-procedures/>

If you have any questions, or concerns please contact our QI Office by phone at (831)755-4545 or by email at [415-QA@co.monterey.ca.us](mailto:415-QA@co.monterey.ca.us)

## AVATAR TRAININGS

### MYAVATAR

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.

**March 17, 2017**  
9:00 am - 4:30 pm  
Salinas  
[Click here to register](#)

**April 21, 2017**  
9:00 am - 4:30 pm  
Salinas  
[Click here to register](#)

## 2017 MARCH /APRIL TRAININGS

### STAFF ACADEMY TRAININGS

[Click here to register](#)

Progress Note Writing—for Licensed/Licensed Eligible Staff  
Tuesday, March 21, 2017  
8:00 am - 12:00 pm  
Marina Training Center

Progress Note Writing—for Paraprofessionals (Supporting staff)  
Thursday, March 23, 2017  
8:00 am - 12:00 pm  
Whitney Conference Room (Salinas)

Psychosocial Assessment  
Thursday, April 6, 2017  
8:00 am - 12:00 pm  
Marina Training Center

### CPI— NON VIOLENT CRISIS INTERVENTION TRAINING

Tuesday, March 28, 2017  
8:30 am - 4:30 pm  
Marina Training Center  
<https://www.mylearningpointe.com/index.asp>

## 2017 LAW AND ETHICS TRAINING

### LAW AND ETHICS

Thursday, April 13, 2017 - Legal Ethical (**Non-Clinical/ Non Licensed**)

8:00 am -12:00 pm **OR** (same training) 1:00 pm -5:00 pm

Hartnell Community College 411 Central Avenue, Student Center Bldg. C, Steinbeck Hall

This half-day Legal Ethical training is required **every 2 years** for all MCBH non-licensed eligible, non-medical clinical, support and administrative staff members. Staff members who should attend include, for example, Behavioral Health Aides, SWIIs and Patient Services Representatives, as well as all Administrative Non-Clinical Staff. If you have not taken this training in the past two years, please work with your supervisor to obtain coverage so that you can attend either the morning or afternoon session.

Friday, April 14, 2017 - Legal Ethical (**Licensed/ Licensed-Eligible**)

8:30 am -4:00 pm

Hartnell Community College 411 Central Avenue, Student Center Bldg. C, Steinbeck Hall

The full day Legal Ethical training is required **every year** for all MCBH licensed or licensed eligible, non-medical staff members. This full day Legal Ethical training meets CEU requirements for BBS licensed staff members. Please contact Jill Walker, MCBH Training Manager, if you have questions regarding whether or which training you need to attend.

#### To register:

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

OR myLearnignPoint <https://www.mylearningpointe.com/index.asp>

## INFORMATION FROM BOARD OF BEHAVIORAL SCIENCES (BBS)

Continuing Education Information

[http://www.bbs.ca.gov/pdf/publications/ceinfo\\_brochure.pdf](http://www.bbs.ca.gov/pdf/publications/ceinfo_brochure.pdf)