

# Quality Improvement Newsletter

County of Monterey

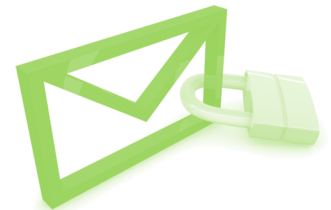


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## USE OF EMAIL TO TRANSMIT PHI/PII

Use of email to conduct business is commonplace. For this reason, additional considerations must be made when sending Personal Health Information (PHI) and Personally Identifiable Information (PII) using electronic forms of communication. Specifically, the focus of this clarification memo is for use of email to transmit PHI and PII between staff members, contracted providers, and business associates, as permitted by law.



Clarification on the use of email to transmit PHI/PII is necessary to safeguard confidential patient information. Monterey County Health and Behavioral Health policies require all staff, employees, volunteers, students and business associates to comply with all applicable federal and state confidentiality laws, including laws pertaining to confidentiality and privacy of physical health, mental health, HIV, substance use disorders and/or other sensitive services records.

If PHI/PII must be transmitted using email, all MCBH staff may do so only through secure remote access or via encrypted/otherwise secure portable devices approved by Monterey County Health Department.

[Click here](#) to view the Policies and Procedures section of the QI Website

When sending PHI/PII using email, consider the following:

- Whether it is necessary for the email to disclose PHI/PII and, if so, whether the email must disclose the extent of the PHI/PII being transmitted
- Use only the minimum necessary PHI/PII in your email communications
- Limit patient identifiers where practicable, especially where the information is specifically protected by state law or could be used to perpetrate identity theft.
- Use non-descriptive client data on the subject line; Use of individual's PHI in the subject line is not permissible
- Double check email address before your click on send, reply, or reply all
- Be aware of the risk that an email address could be incorrectly typed or auto-filled
- If you receive an email, before selecting "reply all" ensure there are no personal email addresses listed.

## CONSUMER PERCEPTION SURVEY

Survey May 15—19, 2017



The surveys are conducted over the course of one week at 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.

Please send all completed surveys to Quality Improvement @ 1611 Bunker Hill Way, Suite 120, Salinas, CA 93906 by **Friday, May 26 by 5PM.**

### OLDER ADULT

- [English](#)
- [Spanish](#)

### ADULT

- [English](#)
- [Spanish](#)

### YOUTH SERVICES (FOR YOUTH)

- [English](#)
- [Spanish](#)

### YOUTH SERVICES (FOR FAMILIES)

- [English](#)
- [Spanish](#)

## MENTAL HEALTH AWARENESS MONTH

May is Mental Health Awareness Month! Mental Health Awareness Month was initially promoted in 1949 by the Mental Health America organization and now it is celebrated by many other similar organizations. One of the main purposes of Mental Health Awareness Month is to reduce the stigma around these issues so let's continue doing our part of providing the best services for those we have the honor to serve!

The Fiesta of Hope, a mental health awareness and awards dinner formerly organized by the Monterey County Behavioral Health Commission, is joining with Interim's Mental Health Awareness Banquet. For tickets: and information visit

<http://www.interiminc.org/mhab2017/>



## AUTHORIZATION FOR USE, EXCHANGE, AND/OR DISCLOSURE OF CONFIDENTIAL BEHAVIORAL HEALTH INFORMATION

The Authorization for Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information have been recently updated to include client name and DOB on the form .

The printable documents can be found here <http://www.co.monterey.ca.us/government/departments-a-h/health/behavioral-health/quality-improvement/clinical-documentation/printable-documents#qi>



### Monterey County Behavioral Health

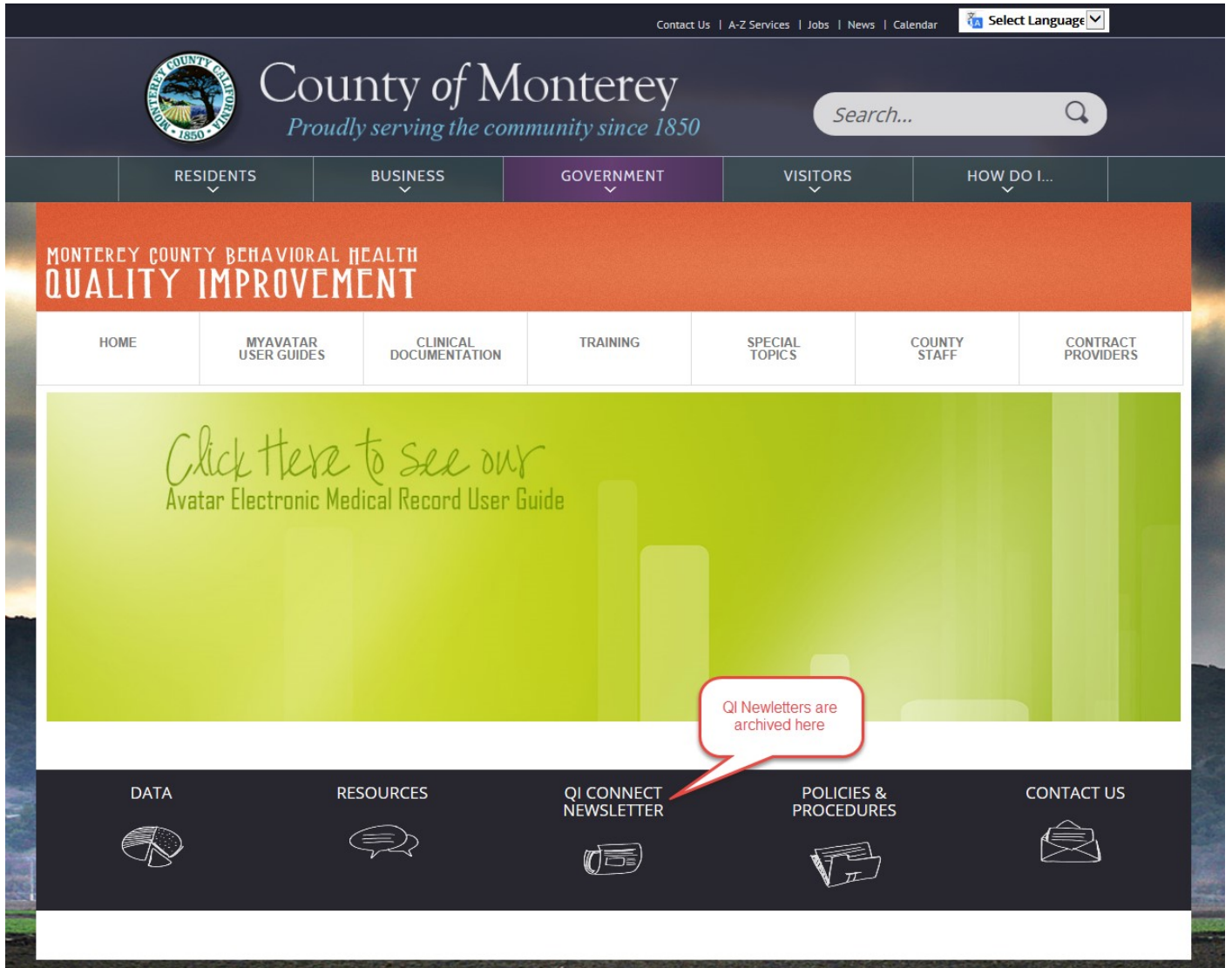
#### Authorization for Use, Exchange, and/or Disclosure of Confidential Behavioral Health Information

Completion of this document authorizes the use or release of confidential behavioral health information about you. It is important that you complete this Authorization if you wish to authorize Monterey County Behavioral Health to use, disclose, or exchange confidential health information about you.

Client Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

## NEW LOOK!

The QI website has a new landing. The Health Department is streamlining their website page. As such, all Health Department Bureaus will have the same Health Department information available through their website landing page. This will help community members navigate through the Health Department Bureau websites with ease.



## 2017 May and June AVATAR TRAININGS

### MYAVATAR

May 19, 2017

9:00 am - 4:30 pm

[Click here to register](#)

### MYAVATAR

June 16, 2017

9:00 am - 4:30 pm

[Click here to register](#)

This course is an introduction on how to navigate the MyAvatar Electronic Health Record (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. [MyAvatar userguide](#)

## 2017 May and June TRAININGS

### STAFF ACADEMY TRAININGS

#### Person-Centered Treatment Planning

Tuesday, May 9, 2017

1:00 pm - 5:00 pm

Whitney Conference Room (Salinas)

#### Practical Aspects of 5150 Situations\*\*

Tuesday, May 9, 2017

2:00 pm - 4:00 pm

Marina Training Room

299 12th Street

Marina, CA 93933

This training is for Behavioral Health Staff who are authorized to write 5150 holds as designated by the BH Director & who possess a valid 5150 yellow card from Dave Vandenberg indicating they have completed his training. [Click here](#) to register

#### Non-Violent Crisis Intervention (Formal Refresher Training)\*\*

Tuesday, May 23, 2017

8:30 am - 12:30 pm

Marina Training Room

299 12th Street

Marina, CA 93933

**Important:** 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.

\*\*Please note self-registration is completed in [myLearningPointe](#). You will need to have a user name and password to access [myLearningPointe](#). The user account must be set up by e-mailing [415-training@co.monterey.ca.us](mailto:415-training@co.monterey.ca.us). **In your e-mail please provide your full name, position, organization name & supervisor.**