

Quality Improvement Newsletter

County of Monterey

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CONSUMER PERCEPTION SURVEY

Thank you all for your participation in the bi-yearly surveys. This information is useful in helping us understand the consumer’s opinion about the mental health services they receive from Monterey County Health Plan.

SERVICE LESS THAN 5 MINUTES

A claim to the state cannot be made for services less than 5 minutes. Whenever services provided were done so in under 5 minutes, please use a non-billable service code to document your encounter. By doing so, you will help our billing and QI team avoid a manual clean-up these claims.



NEW DIGS

We are proud to announce that the Juvenile Justice and some Transitional Age Youth programs are moving to a new location on June 14, 2017 in order to better serve the community, they will have more space to provide client care. Their address is **1870 North Main Street 2nd Floor, Salinas, CA 93906**, just across the street from the Northridge Mall. For now, their telephone number and fax will remain the same.



UPDATES

POLICY UPDATE

MCBH Policy 314 Subpoenas, updated April 27, 2017.

All subpoenas/court orders for Monterey County Behavioral Health (MCBH) staff shall be personally served upon the individual when the subpoena seeks the personal appearance of an individual staff member to testify in a court hearing.

All subpoena/court orders seeking release of information of the health records, the subpoena/court order shall be delivered to the Quality Improvement (QI) office at 1611 Bunker Hill Way, Suite 120, Salinas, CA 93906 (831) 755-4545.

All subpoenas originating from the Public Guardian's office shall be delivered to the Quality Improvement (QI) office at 1611 Bunker Hill Way, Suite 120, Salinas, CA 93906 (831) 755-4545.

Subpoenas/court orders for MCBH contracted *providers*:

All subpoenas/court orders must be served at the program or provider's site. When the contracted program or provider has questions regarding subpoena/court order, the program or provider should seek its own legal counsel. MCBH Quality Improvement Records Technician will only provide technical assistance.

CLINICAL SUPERVISORY TOOL UPDATE

We have updated the "Step 2 Client Chart" report to run more efficiently. However, in the event the report "breaks," you can select skip psychosocial; You will then need to run report #103 separately to review the information.

[Review Supervisory Tool Protocol here](#)

The screenshot displays the "Step 2 Client Chart Report" interface. Key elements include:

- PATID:** CLIENT,TEST (800292)
- Start Date:** [Empty field]
- End Date:** [Empty field]
- Treatment Plans:**
 - 02/15/2015 - MCBH 2015 Draft
 - 02/15/2015 - MCBH 2015
 - 08/01/2016 - MCBH 2016 Draft
 - 08/01/2016 - MCBH 2016
- Psychosocial Assessments:**
 - ** Skip Psychosocial Assessment(s) **
 - 01/04/2010 - Draft
 - 01/14/2014 - Final
 - 03/04/2015 - Draft
 - 03/05/2015 - Final
 - 03/11/2015 - Final
 - 03/15/2014 - Draft
 - 04/24/2015 - Draft

A callout box with a sad face icon points to the "Skip Psychosocial Assessment(s)" option, containing the text: "In the event the report 'breaks' you can select skip psychosocial; You will then need to run report #103 separately to review the information".

AVATAR TRAINING

MYAVATAR
June 16, 2017
9:00 am - 4:30 pm

[Click here to register](#)

MYAVATAR
July 21, 2017
9:00 am - 4:30 pm

[Click here to register](#)

Location for both trainings:

MCHD - Whitney Rooms
1270 Natividad Road
Salinas, CA 93906

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 JULY TRAININGS

PSYCHOSOCIAL ASSESSMENT TRAINING

July 18, 2017 @ 8:00 am – 12:00 pm
Marina Training Center
299 Twelfth St
Marina, CA 93933

To Register: [click here](#)

For instructions on how to register [click here](#)

NON-VIOLENT CRISIS INTERVENTION TRAINING (FULL DAY)

July 20, 2017 @ 8:30 am – 4:30 pm
Marina Training Center
299 Twelfth St
Marina, CA 93933

To Register: [click here](#)

For instructions on how to register [click here](#)

