

Quality Improvement Newsletter

County of Monterey

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Notice of Action (NOA)

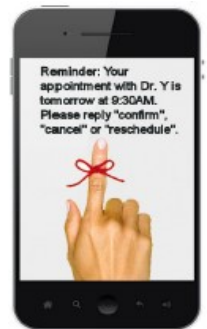
PLEASE READ

The Notice formally known as Notice of Action (NOA) has a new name with a couple of additional letters to its acronym.

The new name is Notice of Adverse Benefit Determination (NOABD). There are **no** other changes. The NOABD shall continue to be issued in the same way.

CareMessage Text Messaging

Thank you to everyone for asking clients to sign up to receive appointment reminders via text message. Please continue to remind every client this option is available. There may be clients who may be interested in this option, but may not be aware of this opportunity. To support this process, we have added the Electronic Communication Consent to the “Annual Bundle” in Avatar. For those clients not interested, simply close the form without completing it.



Remember, you may access this form in Avatar by searching from *Electronic Communication Consent*, as part of the “Annual Plan Bundle,” or use the print version available on the QI website <http://qi.mtyhd.org/index.php/home/printable-documents/>

Problem Resolution Process

COUNTY OF MONTEREY
HEALTH DEPARTMENT



BEHAVIORAL HEALTH
DIVISION

**PROBLEM
RESOLUTION
PROCESS**

There are some changes to the timeliness to respond to and resolution of a beneficiaries problem:

- ◆ A grievance may be filled by a beneficiary at any time
 - ◆ The MHP has 90 days to resolve the grievance (QI Team function)
- ◆ Following issuance of a NOABD, a beneficiary may request a standard appeal within 60 days
 - ◆ The MHP has up to 30 days to resolve the Standard Appeal
 - ◆ The MHP has 2-calendar days to resolve an Expedited Appeal
- ◆ If issue is not resolved through the MHP’s Problem Resolution Process, the beneficiary may ask for State Fair Hearing
 - ◆ The beneficiary must request a State Fair Hearing within 90 days from the issuance of NOABD

NEW POLICY

New Policy: 207 Continuing Education Credits

It is the belief of MCBHB that staff should receive regular training to enhance their clinical abilities and insure they remain culturally sensitive and trauma informed to work with the public mental health population. To accomplish this mission, MCBHB offers several types of staff training through the MCBHB Training Department, including Continuing Education Credits for master's level clinicians (licensed through the Board of Behavioral Sciences) and psychologists (licensed through the California Board of Psychology). The MCBHB Training Department have the responsibility of planning and implementing continuing professional education that meets the requirements of the Board of Behavioral Sciences and Board of Psychology, as well as providing current job related education.

[Click here](#) for further information on Continuing Education Credit can be found on this new Policy-207

AVATAR TRAINING

myAVATAR

August 18, 2017
9:00 am - 4:30 pm

[Click here to register](#)

myAVATAR

September 15, 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 UPCOMING TRAININGS

Treatment Plan Training

August 3, 2017 @ 8:00 am – 12:00 pm
Whitney Conference Rooms A, B, & C
1270 Natividad Road
Salinas, CA 93906

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

Motivational Interviewing—Web Based Coaching Session

****This event is restricted to MCBH Staff****

August 25, 2017 @ 8:30 am – 9:30 am
August 29, 2017 @ 8:30 am – 9:30 am

1270 Natividad Road
Salinas, CA 93906

This is a session from the 2017 Motivational Interviewing Learning Plan series. This will be a webinar hosted by Kristin Dempsey, LMFT, LPCC. The webinar will be setup in larger conference room settings at both the Marina Training Center and the Whitney Conference Rooms in Salinas.

NOTE: You may also participate from your personal workstation.

To Register for this training,
contact:

MCBH Training Manager, Jill Walker
walkerj@co.monterey.ca.us
831-796-1271

MCBH Training Assistant, Juve Zavala
zavalaj2@co.monterey.ca.us

2017 UPCOMING TRAININGS

Clinical Progress Notes - Licensed and Licensed Eligible Training

September 7, 2017 @ 8:00 am – 12:00 pm

Marina Training Center

299 Twelfth Street

Marina, CA 93933

To Register: [click here](#)

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

Clinical Progress Notes - Non Licensed Staff (BHA & SW III)

September 12, 2017 @ 1:00 pm – 5:00 pm

MCHD - Whitney Rooms

1270 Natividad Road

Salinas, CA 93906

To Register: [click here](#)

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

**Tentative - Non violent Crisis Intervention - Full Day

September 14, 2017 @ 8:30 am – 4:30 pm

Marina Training Center

299 Twelfth Street

Marina, CA 93933

To Register: [click here](#)

Motivational Interviewing—Web Based Coaching Session

****This event is restricted to MCBH Staff****

September 8, 2017 @ 8:30 am – 9:30 am

September 12, 2017 @ 8:30 am – 9:30 am

1270 Natividad Road

Salinas, CA 93906

To Register for this training, contact:

MCBH Training Manager, Jill Walker

walkerj@co.monterey.ca.us

831-796-1271

MCBH Training Assistant, Juve Zavala

zavalaj2@co.monterey.ca.us

831-755-4727

This is a session from the 2017 Motivational Interviewing Learning Plan series. This will be a webinar hosted by Kristin Dempsey, LMFT, LPCC. The webinar will be setup in larger conference room settings at both the Marina Training Center and the Whitney Conference Rooms in Salinas.

NOTE: You may also participate from your personal workstation.