

# Quality Improvement Newsletter

County of Monterey

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## EXTERNAL QUALITY REVIEW ORGANIZATION (EQRO)

Thank you all for your participation and support during the latest EQRO visit on August 30-31, 2017. During the review we had an opportunity impress them by sharing past and current initiatives. Thank you all for your dedication.

## EMPLOYEES WORKING AS INTERNS

Internships are an integral part of our organization. As such, we strive to make this shared experience meaningful to you and those we serve.

QI Team wants to remind employees who already have access to Avatar as part of their employment may need to be issued a second Avatar user log-in as the scope of practice may be different when providing services while at your internship placement. For example, an individual who is employed as a SWIII/MHRS, but who is in graduate program (i.e. MSW, MFT) and is completing an internship as part of their program requirement, will need to be issued a second log-in for Avatar because the scope of practice is different.

This means that the employee will need to log-in using their internship user account, when providing services while at their internship location to ensure the scope of practice reflects the work performed.

Please speak with you field placement supervisor if you feel a second user log-in is required. Field placement supervisors may contact QI with any questions.

## FY 16/17 Quality Improvement Workplan Evaluation

As part of our contract with the department of health care services (DHCS) and our commitment to providing quality mental health services in our community, we identify goals in our QI Workplan. Please take a moment to review the QI Workplan evaluation for fiscal year 16/17. [Click here](#)



**Congratulations!!**

**WELCOME THE NEWEST QI TEAM MEMBER**



Please join us in welcoming Carmen Siordia to the QI team. Carmen joined the team on August 21, 2017. Since then, she has already participated in the EQRO review (you read about this earlier in this newsletter) and she is busy reviewing health records.

Carmen is a Licensed Clinical Social Worker and is no stranger to Monterey County Behavioral Health. She has worked in many programs within our organization, including our Access to Treatment Program. Most recently, she was working within our Access CalWORKS program where she helped individuals identify and remove mental health barriers to employment.



## UPCOMING AUDITS/REVIEWS

### DEPARTMENT OF HEALTH CARE SERVICES (DHCS) TRIENNIAL AUDIT

DHCS will be on site on *October 30– November 2, 2017*.

Every 3-years, DHCS conducts an on-site review of our mental health delivery system. The review has two parts.

Part 1 includes the “system review” section. A review of policies and procedures, 24/7 Access line, Notices of Adverse Benefit Determination, Problem Resolution process, Compliance Plan, and cultural and training plan.

Part 2 includes the “chart review” section. A thorough review of 20 charts (10 adults/10 children), review of documentation of medication necessity, assessment, diagnosis, treatment plan, discharge planning, quality of care, cultural considerations, consents, and ongoing determination of need.

### DRUG MEDICAL (DMC) ORGANIZED DELIVERY SYSTEM (ODS) READINESS REVIEW

DHCS will be on site on *November 7–9, 2017*.

Monterey County Behavioral Health in one of several counties joining the DMC-ODS waiver pilot program. The aim of DMC-ODS waiver is to overhaul the substance use disorder services (SUD) delivery system in an effort to improve the quality of services and improve access to SUD services. We are very excited to be a part of these changes. [Click here to read the MCBH implementation plan](#). Currently, our goal is to begin implementation in January 2018.

Prior to implementation of the DMC-ODS waiver, DHCS must complete a readiness assessment to determine if the implementation plan demonstrates all the requirements. Many items will be reviewed, including policies and procedures, problem resolution process, access to care, beneficiary handbook, utilization management, training plan, and authorization process.



## AVATAR TRAINING (SEPTEMBER & OCTOBER)

### MYAVATAR

September 15, 2017  
9:00 am - 4:30 pm

[Click here to register](#)

### MYAVATAR

October 20, 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 SEPTEMBER TRAININGS

### CLINICAL PROGRESS NOTES - BHA & SWIII

September 12, 2017 @ 1:00 pm – 5:00 pm  
Whitney Conference Rooms A, B, & C  
1270 Natividad Road  
Salinas, CA 93906

To Register: [click here](#)

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### MOTIVATIONAL INTERVIEWING - WEB BASED COACHING SESSION

September 12, 2017 @ 1:00 pm – 5:00 pm  
Whitney Conference Rooms A, B, & C  
1270 Natividad Road  
Salinas, CA 93906

To Register: [click here](#)

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### LEADERSHIP ACADEMY - PLANNING SESSION

September 19, 2017 @ 10:30 am – 11:30 pm  
Whitney Conference Rooms A, B, & C  
1270 Natividad Road  
Salinas, CA 93906

To Register: [click here](#)

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### MOTIVATIONAL INTERVIEWING - BOOSTER

September 19, 2017 @ 12:30 pm – 5:00 pm  
Location: still being determined. Please visit the [Calendar of events](#) for follow up.  
1270 Natividad Road  
Salinas, CA 93906

To Register: [click here](#)



## 2017 SEPTEMBER TRAININGS

### WORK SMART: DEVELOPING A PRODUCTIVITY MANAGEMENT STYLE THAT FITS YOUR UNIQUE TEMPERAMENT

September 26, 2017 @ 8:30 am – 10:00 pm  
299 12th Street  
Marina, CA 93933

To Register: [click here](#)

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### CPI NON-VIOLENT CRISIS INTERVENTION (FULL DAY)

September 27, 2017 @ 8:30 pm – 4:30 pm  
Marina Training Center  
299 12th Street  
Marina, CA 93933

To Register: [click here](#)

## 2017 OCTOBER TRAININGS

### MOTIVATIONAL INTERVIEWING - BOOSTER

October 11, 2017 @ 8:00 am – 12:30 pm  
Location: still being determined. Please visit the [Calendar of events](#) for follow up.  
1270 Natividad Road  
Salinas, CA 93906

To Register: [click here](#)

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### PSYCHOSOCIAL ASSESSMENT

October 24, 2017 @ 1:00 pm – 5:0 pm  
Whitney Conference Room  
1270 Natividad Road  
Salinas, CA 93906

To Register: [click here](#)

**If you need a myLearningPointe account, contact the Training Department for assistance via email at [415-training@co.monterey.ca.us](mailto:415-training@co.monterey.ca.us) or via phone at 831-755-4727.**

