

Quality Improvement Newsletter

County of Monterey

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MONTEREY
COUNTY
BEHAVIORAL
HEALTH

Avanzando Juntos
Forward Together

POLICY 145 - SUSTAINABILITY (FORMERLY PRODUCTIVITY)

Monterey County Behavioral Health Bureau (MCBHB) is dedicated in its effort to excel at providing quality services for the benefit of all its consumers and their families. In support of this goal, Monterey County Behavioral Health has established a Productivity Standard for the percentage of the work week that clinical staff members will provide services directly to consumers. This standard has been created so that all clinical staff members can be fully informed as to the level of consumer service they are expected to meet, and on what basis their quantity of work will be evaluated. For more details [click here](#)


NEW QI HELPDESK GREETING

The Quality Improvement Helpdesk has implemented a new phone routing system to better serve you.

Our menu options are as follows:


- ⇒ For Medical Records or general questions, press 1
- ⇒ For Technical questions related to Avatar, press 2
- ⇒ To speak with a clinician or to leave the Patient Rights advocate a message, press 3.

Date of Request
01/20/2017 T Y

Select Error Category 
z_Other Error

Date of Service
03/08/2018 T Y

Client ID # (Client associated with error. If this is a group of clients in the notes section)
555551

Episode Number  15

Service Code
301

Duration of Service
30

ERROR REPORTING

The Quality Improvement team is working hard to make sure all of your reported errors are completed in a timely manner.

In effort to minimize your wait time, please complete all of the necessary fields in order to quickly process your requests.

1-888-MST-BUS1 (1-888-678-2871) | www.mst.org



MST TRIPS

A new reimbursement program to help with your travel costs.
 Un nuevo programa de reembolso para ayudar con sus gastos de viaje.



Do you depend on your family, friends or a neighbor for a ride to the doctor, store or any other destination? If you are a senior, veteran or person with disabilities, living in an area of Monterey County that is outside MST's service area, MST will reimburse you 40¢ per mile up to 250 miles per month (\$100).

Call MST at 1-888-MST-BUS1 (1-888-678-2871) to learn more.

Avatar Training

MYAVATAR

April 20, 2018
 9:00 am - 4:30 pm

[Click here to register](#)

Location for both trainings:

MCHD - Whitney Rooms
 1270 Natividad Road
 Salinas, CA 93906

MYAVATAR

May 18, 2018
 9:00 am - 4:30 pm

[Click here to register](#)

2018 DOCUMENTATION TRAINING CALENDAR YEAR AT A GLANCE

Month	Date	Time	Location
March			
Progress Note Writing	6th	8:30am-12:00pm	Whitney Conference Rooms
Universal Psychosocial Assessment	29th	8:00am-12:00pm	Whitney Conference Rooms
Treatment Planning	29th	1:00pm-5:00pm	Whitney Conference Rooms
April			
Progress Note Writing	17th	8:30am-12:00pm	Whitney Conference Rooms
May			
Universal Psychosocial Assessment	3rd	8:00am-12:00pm	Whitney Conference Rooms
Treatment Planning	3rd	1:00pm-5:00pm	Whitney Conference Rooms
Progress Note Writing	22nd	8:30am-12:00pm	Marina Training Center
June			
Universal Psychosocial Assessment	14th	8:00am-12:00pm	Marina Training Center
Treatment Planning	14th	1:00pm-5:00pm	Marina Training Center
July			
Progress Note Writing	24th	8:30am-12:00pm	Whitney Conference Rooms

Month	Date	Time	Location
August			
Universal Psychosocial Assessment	30th	8:00am-12:00pm	Whitney Conference Rooms
Treatment Planning	30th	1:00pm-5:00pm	Whitney Conference Rooms
September			
Progress Note Writing	18th	8:30am-12:00pm	Whitney Conference Rooms
Universal Psychosocial Assessment	20th	8:00am-12:00pm	Marina Training Center
Treatment Planning	20th	1:00pm-5:00pm	Marina Training Center
October			
Universal Psychosocial Assessment	30th	8:00am-12:00pm	Marina Training Center
Treatment Planning	30th	1:00pm-5:00pm	Marina Training Center
November			
Progress Note Writing	27th	8:30am-12:00pm	Whitney Conference Rooms
Universal Psychosocial Assessment	29th	8:00am-12:00pm	Whitney Conference Rooms
Treatment Planning	29th	1:00pm- 5:00pm	Whitney Conference Rooms

REGISTRATION

Our complete Training Calendar is accessible on the web at <http://qi.mtyhd.org/index.php/training/calendar-of-events/>. It is updated regularly so be sure to check it out frequently.

Registration for these and other course can be completed through the myLearningPointe Learning Management System at <https://www.mylearningpointe.com/>, unless noted otherwise on the Training Calendar event page. You may reach out to Juve Zavala, Training Assistant for any technical assistance with registering at phone number 831-755-4727 or via email at zavalaj2@co.monterey.ca.us.

Thank you
for all you
do!
Social
Workers!

CONTACT US IN
QUALITY IMPROVEMENT.



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