

Quality Improvement Newsletter

County of Monterey

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MONTEREY COUNTY BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

CONSUMER PERCEPTION SURVEYS

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.

Thank You!

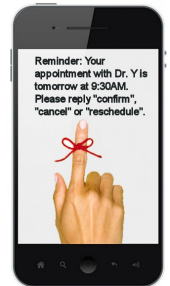
CARE MESSAGE TEXT MESSAGING

Thank you to everyone for asking clients to sign up to receive appointment reminders via text message. During FY2017/18, a total of 634 Electronic Communication consents were collected.

YOU ARE AWESOME!!!

Please continue to remind clients that this option is available. There may be clients who may be interested in this option, but may not be aware of this opportunity.

Remember, you may access this form in Avatar by searching for “Electronic Communication Consent”, or use the print version available on the QI website <http://qi.mtyhd.org/index.php/home/printabledocuments/>



POLICIES & PROCEDURES

147 Out of Network

Monterey County Behavioral Health (MCBH) is dedicated in its effort to excel at providing quality services for the benefit of all its consumers and their families. MCBH shall provide or arrange for delivery or provision of behavioral health services covered by the agreement with the Department of Health Care Services (DHCS) for services meeting medical necessity criteria for specialty mental health services and substance use disorder treatment services, as applicable by contractual requirements.

148 Network Adequacy and Timeliness Standards

Monterey County Behavioral Health complies with Title 42 Code of Federal Regulations (CFR) Part 438.68, as specified in Chapter 738, Statutes of 2017 (Assembly Bill 205) as part of its contract with Department of Health Care Services (DHCS) to provide Specialty Mental Health Services (SMHS) and Substance Use Disorder (SUD) services under the Drug Medi-Cal Organized Delivery System (DMC-ODS). As such, Monterey County Behavioral Health (MCBH) along with its contracted providers must comply with standards of timely access to care. The Medicaid Managed Care Final Rule established network adequacy standards for certain providers.

POLICIES & PROCEDURES –CONTINUED

149 Telehealth

Monterey County Behavioral Health (MCBH) aims to help individuals stay healthy and in their communities, and provide individuals with timely access to specialty mental health services. Telehealth is one strategy to achieve these goals. Telehealth is a secure transmission by videoconferencing over the internet to help meet the individual's specialty mental health needs. MCBH adheres to telecommunications technology, consistent with the requirements of Section 2290.5 of the Business and Professions Code. This includes telehealth, e-visits, or other evolving and innovative technological solutions that are used to provide care from a distance. (W&I 14197(e)(4)). The telehealth service offered through MCBH include medication support services (tele-psychiatry) and teletherapy services. Telehealth services are offered in multiple clinic locations throughout Monterey County Behavioral Health delivery system.

150 Americans with Disabilities Act (ADA)



It is the policy of Monterey County Behavioral Health (MCBH) and its contractors to abide by all provisions of the American with Disabilities Act (ADA) of 1990, section 504 of the Rehabilitation Act of 1973. MCBH and its contractors will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities and provide equal access and effective communication to all clients and patients with disabilities. MCBH and its contractors will make reasonable modifications to policies and programs to ensure that people with disabilities have equal access to enjoy all of its services, programs, and activities (i.e. individuals with service animals are welcomed in facilities, even where pets are generally prohibited).

SAFETY CORNER

Crisis Intervention Team (CIT) is more than just training it's really about ongoing collaboration between law enforcement, treatment providers, consumers and consumer advocates.

We hold three CIT Academies a year which consist of 40 hours of training in 1 week. The academies are attended by Law Enforcement throughout the county.

The basic goals of CIT are:

- Improving officer and consumer safety
- Redirecting individuals with mental illness from the judicial system to the health care system

Increasing officers ability to effectively interact & respond to community members with mental health issues.

We have held two academies already this year and had a total of 60 graduates. The third CIT academy will take place in October.

UPCOMING TRAININGS - 2018 - AT A GLANCE

Month	Date	Time	Location
June			
Progress Notes Training	12th	8:30am-12:00pm	Marina Training Center
Universal Psychosocial Assessment	14th	8:00am-12:00pm	Marina Training Center
Treatment Planning	14th	1:00pm-5:00pm	Marina Training Center
CPI Non-Violent Crisis Intervention	20th	8:30am-4:30pm	Marina Training Center
5150 Legal Requirements	20th	1:00pm-3:00pm	Whitney Conference Room B
5150 Practical Aspects	27th	9:00am-12:00pm	Marina Training Center
July			
CPI Non-Violent Crisis Intervention	11th	8:30am-4:30pm	Marina Training Center
5150 Legal Requirements	18th	1:00pm-3:00pm	Whitney Conference Room B
Progress Note Writing	24th	8:30am-12:00pm	Whitney Conference Room B

PLEASE SIGN UP USING MYLEARNINGPOINTE IN ORDER TO PLAN FOR THE CORRECT NUMBER OF HANDOUTS OR IN THE EVENT OF ANY DATE, TIME OR LOCATION CHANGES, YOU CAN BE INFORMED.

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 & other courses 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.

Avatar Training

July 20, 2018
9:00 am - 4:30 pm
[Click here to register](#)

August 17, 2018
9:00 am - 4:30 pm
[Click here to register](#)

Location for both trainings: MCHD - Whitney Rooms - 1270 Natividad Road - Salinas, CA 93906

CONTACT US IN
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