

# QI CONNECT

Quality Improvement (QI) Monthly Newsletter

April 2014

## NEW MATERIAL

### Meals on Wheels

The Quality Improvement Team recently received the following letter and we thought it would be important to share as it is an important resource not only to the clients we serve but to other members of the community who qualify and are in need of the service. The letter is as follows:

I want to let you know about the services Meals on Wheels of the Salinas Valley provides and ask that you refer any of your senior patients who are eligible for and could benefit from home-delivered meals.

- Seniors, 60 and older, who can't shop or cook for themselves are eligible. We deliver meals to the homes of people who need long-term help and those who need meals only temporarily.
- We provide home-delivered meals to seniors of all income levels.
- We don't charge a set price for our meals, but we ask clients for a donation to help our program. Seniors set the amount of their donation, which is voluntary.
- We provide either a five-day or seven-day supply of frozen meals.
- Clients can elect to receive both main meals and breakfasts or just main meals.
- Meals are stored in the freezer and main meals are heated in a microwave oven.
- Our meals are designed to meet the nutritional needs of seniors.
- Meals are appropriate for diabetic, hypertensive and cardiac restricted diets.
- We serve the entire Salinas Valley. We deliver in Salinas, in rural North and South Monterey County, and in the cities of Gonzales, Soledad, Greenfield, and King City.
- People can sign up over the phone at 758-6325, and usually start getting meals right away.



If you have any questions, let me know. We look forward to working with you.

Thanks,  
Janine  
Janine Nuñez Robinette, Executive Director  
Meals on Wheels of the Salinas Valley, Inc.  
40 Clark Street, Suite C, Salinas, CA 93901  
831.758.6325 x 13; 758.6518 – fax  
[www.mowsalinas.org](http://www.mowsalinas.org)

## Satisfaction Surveys



It's that time of the year again! State Consumer Perception Survey Data Collection (aka Satisfaction Survey) are to be collected from April 28, 2014 to May 2, 2014. Surveys have been sent by QI to MCBH clinics and providers have been given a web link as to where they can obtain the surveys. For additional copies of the survey, [click here](#) and print out the type of surveys you need. For directions on how to complete the survey, [click here](#).

The Quality Improvement Team greatly appreciates the feedback of our consumers and your help in collecting the data. If you have questions about the surveys, contact Mary Alderete-Brown at [brownmf@co.monterey.ca.us](mailto:brownmf@co.monterey.ca.us) or call at 831-755-4305.

## 10<sup>th</sup> Annual Fiesta of Hope



The 10<sup>th</sup> Annual Fiesta of Hope is scheduled for Thursday, May 8, 2014 at the Embassy Suites in Seaside starting at 5:30pm. This event is an excellent opportunity to spend time with other professionals and with clients from the community. For additional information, contact Sara Mora at [MoraS@co.monterey.ca.us](mailto:MoraS@co.monterey.ca.us).

## Congratulations to Yessica Rincon!

We would like to acknowledge one of our very own, Yessica Rincon. She was recently recognized by Child Abuse Prevention Council with their 2014 Front Line Award. Yessica was recognized for her work facilitating a Spanish-language, family education course, "Raising Emotionally Healthy Children," throughout the County.



## Onset of Services: Print Versions

For staff and contract providers inquiring where they can obtain the most up-to-date print versions of the Onset of Services documents, they are available on the QI website (<http://.mtyhd.org/QI>) under the

### Information For:

- ▶ Clinical Staff
- ▶ MD Staff
- ▶ Clerical Staff
- ▶ Supervisors/Managers
- ▶ Providers
- ▶ Provider Billing Staff
- ▶ MC Best
- ▶ QI Newsletters
- ▶ Onset of Services Materials
- ▶ Loan Repayment Programs

Information For: Onset of Materials section. [Click here](#) to access this section of the QI website. The printed versions are available both in English and Spanish.

## Special Characters in MyAvatar

This is a reminder to staff not to use special characters (!, @, #, \$, %, ^, &, \*, ., ; ) when inputting data, such as names, addresses, telephone numbers, dates, etc. into MyAvatar. This is a restriction that has been part of Avatar since its launch in 2009. It causes technical errors and glitches with the system.

For example, when entering an address, do not put a period after abbreviating Street to St and do not put a period and hashtag after inputting in the apartment or unit number (Apt 9 instead of Apt. #9).

For clarification, special characters can be used in text boxes so do use the correct punctuation marks when writing the narrative section of Clinical Progress Notes or Psychosocial Assessments.

## APRIL/MAY TRAININGS

### MyAvatar User Training

#### Facilitators: QI Clinical Staff

This course is an introduction on how to navigate and use the MyAvatar Electronic Health Records system. Organized in a way that follows a client from admission to discharge, 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.

MyAvatar User Training is being offered on Friday, April 25<sup>th</sup>. [Click here](#) to sign up for the April training. It is also being offered on Friday, May 16<sup>th</sup>. [Click here](#) to sign up for the May training.

Please note that the location for the MyAvatar User Training is now **1200 Aguajito Road, Monterey, CA 93940**. It will be at the former MCBH Monterey Peninsula offices by the Monterey Court house. Also be aware that the training **starts at 9am**.

### CANS/ANSA Certification

#### Facilitators: QI Clinical Staff

This is a lecture/discussion/experiential training that introduces and explores the principles and philosophies underlying the Child and Adolescent Needs and Strengths (CANS) & Adult Needs and Strengths Assessment (ANSA) tools and provides an in-depth review of how to utilize them. The CANS and ANSA are multi-purpose tools developed to support decision making, including clinical level of care and service planning, to facilitate quality improvement initiatives, and to allow for the monitoring of outcomes of services. Attendees will complete and submit a sample CANS and/or ANSA at the end of the training in order to receive certification.

CANS/ANSA Certification training will be offered on Monday, May 12<sup>th</sup>. [Click here](#) to sign up!

MCBH Quality Improvement

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[www.mtyhd.org/QI](http://www.mtyhd.org/QI)