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## King City Clinic



On January 15<sup>th</sup>, Monterey County Behavioral Health recently had an open house for its new King City Clinic. It is the same great King City clinic staff relocated to a different space to better provide services to the community.

The new King City Clinic is located at 200 Broadway, Suite 70, King City, CA 93930 and they can be contacted at 831-386-6868.

# Monterey County Behavioral Health Quality Improvement Newsletter

## Rockrose Garden



Interim Inc.'s new Rockrose Garden supportive housing facility opened on November 17, 2014. It is a 20 "single bedroom unit" facility located in Marina, CA focused on providing permanent, affordable housing for adults with psychiatric disabilities.

[Click here](#) to watch a Youtube video about Interim, Inc.'s Rock Rose Garden facility and all those that contributed to its development.

And, yes, you can watch a Youtube video on County computers if it is an authorized work-related activity.

## 2015 QI Trainings

The 2015 QI trainings are now open for enrollment on the QI Website! Based on feedback, QI added a new Psychosocial Assessment training module in addition to Clinical Services and Documentation Overview, Treatment Planning, Progress Notes, CANS/ANSA, and WRAP.

[Click here](#) to access a list of the 2015 QI Trainings.

[Click here](#) to go to the QI website training calendar to enroll for any of the trainings.

## Improving Quality (IQ) Report

The 2013 IQ Report is now available for review and download from the MCBH QI website. The IQ Report was developed to look at data that will help MCBH improve the quality of services provided to the community. One of the factors reviewed in the IQ report is "Service Value," which compares the different services MCBH and its contractors provide in the context of rates of reimbursement. Looking at Service Value allows us to assess the equitable distribution of services to our clients.

[Click here](#) to view the 2013 IQ Report.

[Click here](#) to view past IQ Reports.



## Data Driven Decisions (D3) Report

The D3 Report for fiscal year (FY) 2013-2014 is also now available for review and download from the MCBH QI website. In addition to containing data for FY 2013-2014, the newest version of the D3 also includes a five year comparison of data starting with FY 2009-2010. Data used in D3 Reports are generated from MCBH's electronic health records system ("Avatar") regardless of payer source. The function of this report is to provide different levels of data aggregation to drive decision making regarding MCBH services.



[Click here](#) to view D3 for FY 2013-2014.

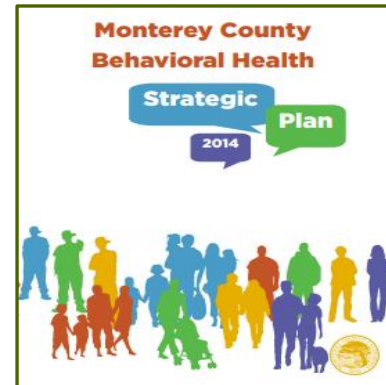
[Click here](#) to view past D3 Reports.

# Monterey County Behavioral Health Quality Improvement Newsletter

## MCBH Strategic Plan

The MCBH Strategic Plan is available for review and download on the County of Monterey Health Department website. [Click here](#) to access the MCBH Strategic Plan in either English or Spanish.

The MCBH Strategic Plan is intended to be a broad look into the entire Behavioral Health system in Monterey County in order to adjust our service delivery to improve the health outcomes of the community and help us reach our continuous quality improvement goals.



## Preliminary Audit Findings

The most recent California Department of Health Care Services (CA DHCS) triennial audit occurred December 1<sup>st</sup>, 2014 to December 4<sup>th</sup>, 2014. CA DHCS did not provide a specific timeframe as to when they will release the official audit findings from the 2014 triennial audit. Based upon MCBH's experience with the 2011 triennial audit, it would be reasonable to expect the official audit findings to be released by the CA DHCS some approximately late Spring 2015 to Summer 2015 at the earliest.

However, the CA DHCS auditors provided some direct feedback to MCBH QI staff during the triennial audit. We will provide the CA DHCS feedback over the course of the next few newsletters, beginning with the following:

### **Missed visits are not billable.**

This is an issue that we, as a system, have been aware since, at the very least, the 2011 triennial audit. We cannot bill for no-shows, even if it meant spending time driving out to the field. Leaving messages for clients or writing letters after a no-show are also non-billable services. However, we can bill if we end up making contact with a family member or another service provider (for whom we have client authorization to use, exchange, or disclose protected health information) and provide collateral or case management services that directly benefit the client's mental health even if the client was originally a no-show. This is the case even if this collateral or case management service was not the original intent of our initial visit. This service though, like others, must be a service tied to the client's treatment plan.

### **Chart reviews simply to review charts are not billable.**

The CA DHCS auditors highlighted these types of progress notes for special discussion. These notes are generally related to no-shows or missed appointments, after which direct service staff (including medical staff) indicated in the progress notes that they

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reviewed the client's chart (often to get most updated treatment information). The CA DHCS auditors clearly indicated that these were not billable services.

### **Submitting a chart for review is *not* billable.**

This is a subcategory of the point above. The CA DHCS auditors noted several clinical progress notes that simply contained a variation of "submitted a chart for review." Per the CA DHCS auditors, the act of submitting a chart for review, in of itself, is not a billable service.

### **Kudos: Adult System of Care – Salinas Valley**



This quilt was made by the Adult System of Care - Salinas Valley regional team led By Ann Houle. It was made during a staff retreat and shown during the December Adult System of Care all-staff meeting.

The quilt represents the values the staff brings to work with our clients. It is a manifestation of their unfaltering dedication to the values of kindness, hope, and service.

This quilt now hangs in the halls of the Adult System of Care – Salinas Valley clinic to welcome clients.

# Monterey County Behavioral Health Quality Improvement Newsletter

## Quality Improvement Contact Information

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