

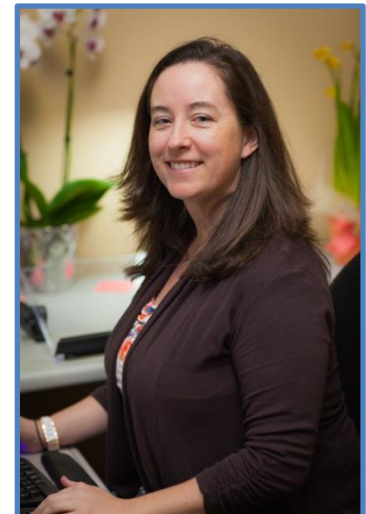
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New QI Staff

Please welcome Heather Freudenthaler, LMFT, LPCC to the QI Team! Heather was part of the Monterey County Behavioral Health (MCBH) Adult System of Care (MCBH ASOC) – Coastal Region team prior to joining QI. At MCBH ASOC, Heather provided services to adults with chronic and severe mental health issues. Heather also brings experience working in community based non-profit organizations, where she provided outpatient services to adults with mild to moderate mental health issues, dually diagnosed teens, and children in school settings.



Bienestar



Please give Laura Young, Management Analyst, a hearty welcome to Bienestar! Laura will be the main point of contact for MCBH staff regarding Bienestar related questions. The Bienestar Program is a SAMSA grant that has opened primary care clinics in our behavioral health clinics.

Bienestar now has primary health clinics co-located within the Adult System of Care clinics in Salinas, Marina, and King City. To refer a client to Bienestar, please utilize the Waitlist and Referral form ([click here](#) for instructions) in Avatar or contact Bienestar at (831) 755-4353 or via email at 415-Bienestar@co.monterey.ca.us.

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Law and Ethics Trainings 2015

MCBH will be offering the following Law and Ethics Trainings for 2015:

Date	Time	Location	Additional Info
03/23/2015	8am – 12pm	Marina Training Center	For non-license eligible and administrative staff
04/14/2015	9am – 4pm	Marina Training Center	For licensed/license-eligible staff
05/01/2015	1am-5pm	Marina Training Center	For non-license eligible and administrative staff
05/15/2015	9am – 4pm	Hartnell College	For licensed/license-eligible staff

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

Avatar Updates

Avatar will be updated this week to include two new features.

AVATAR

The first feature will automate the addition of the **Function, Intervention, Response, and Plan** headings into a progress note automatically upon opening the Clinical Progress Note form. (See screenshot below)

The screenshot shows a software interface for a clinical progress note. At the top, there is a button labeled "Clear 'Note Addresses Which Treatment Plan Problem' Text." Below this is a "Notes Field" containing the following text: (Functioning), (Intervention), (Response), and (Plan). A vertical scrollbar is visible on the right side of the text area.

The second feature automatically adds a line stating, "Service provided in Spanish via [add mode of service such as via telephone, face-to-face, etc.]" at the beginning of progress notes for clients whose preferred language is not English. This automatic process will be driven by the "Preferred Language" selection in the "Update Client Data" form in Avatar. Please utilize the Update Client Data form to ensure that the correct language is chosen for your monolingual and bilingual clients.

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(See screenshot below)

Clear 'Note Addresses Which Treatment Plan Problem' Text.

Notes Field

Services provided in Spanish via

- (Functioning)
- (Intervention)
- (Response)
- (Plan)

National Health Service Corps (NHSC)

The NHSC provides loan repayment assistance to licensed primary care and behavioral health providers who serve in specially designated, underserved communities. For Monterey County, the **South County** region is designated as such an area.



The 2015 NHSC application cycle is now open and will close on March 30, 2015 at 7:30pm EST. The 2015 application cycle is expected to be competitive. On average, it can take up to three weeks to complete an application so applicants are encouraged to apply early.

[Click here](#) for additional information regarding the NHSC Loan Repayment Program.

[Click here](#) to go to the NHSC website.

Policy 146 – Sentinel Events

At its January 22, 2015 meeting, the MCBH Quality Improvement Committee (QIC) approved and adopted Policy 146 – Sentinel Events. Sentinel Events are defined by MCBH as an unexpected occurrence involving a client's death or serious physical or psychological injury, or the risk thereof. Per this policy, MCBH Quality Improvement (QI) will evaluate all sentinel events in order to assess the quality of care provided to MCBH clients and to develop plans of improvement for MCBH's quality of care if necessary. This policy applies to all MCBH programs and contractors.

[Click here](#) to view the full version of Policy 146 – Sentinel Events.

Policy 422 – Utilization Review

At the January 22nd QIC meeting, the QIC also approved and adopted Policy 422 – Utilization Review. The policy sets the parameters of MCBH's utilization review process. In addition, the policy also establishes that utilization reviews conducted by non-QI staff are non-billable activities.

[Click here](#) to view the full version of Policy 422 – Utilization Review.

Health Department Technology Support



The Monterey County Health Department (MCHD) has restructured its technology support staff into an integrated team that will serve all Bureaus. Previously, each Bureau had its own technology support staff integrated within the bureau itself and MCBH's technology support staff were previously embedded in MCBH QI.

The integrated MCHD technology support staff will respond to any computer hardware issues and non-Avatar software issues. All Avatar support will still be provided by MCBH QI at 831-755-4545.

To contact the MCHD technology support staff, email them at healthITHelp@co.monterey.ca.us or call them at **831-755-4343**.

For contract providers, you must contact your own organizations' internal Information Technology (IT) departments for support with computer hardware or non-Avatar related software.

Satisfaction Survey Outcomes 2014

The California Department of Healthcare Services (CA DHCS) requires that MCBH conduct a client satisfaction survey on an annual basis. MCBH Quality Improvement (QI) conducted its own collation and analysis of the data collected from the 2014 CA DHCS client satisfaction survey based on Systems of Services. The data and analysis is available for review on the MCBH QI website (www.mtyhd.org/qi) by using the "Data" link on the bottom navigation menu.

You can also [click here](#) to navigate directly to the Data section of the website.

2015 QI Trainings

The 2015 QI trainings are now open for enrollment on the QI Website!

[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.

Quality Improvement Contact Information

You can reach us at:

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