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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
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.

Kudos from Clients

MCBH Quality Improvement calls clients to verify services and conduct satisfaction surveys as part of Policy 494 – Service Verification. The information gathered helps drive efforts to strengthen what MCBH is doing well and to identify areas for improvement.

The following are some of the positive feedback we received from clients in 2014:

- "Amazing Lady! I'd say I've never been listened to before like she did. She made me feel amazing. She was actually paying attention!"
- "We have been receiving excellent services. They have been helping my foster daughter."
- "My Social Worker is very helpful to me, very noble and smart; she's like a mother to me."
- "The counselor was kind and patient and [my son] liked him very much."
- "[My doctor] is really good at prescribing my medication and doesn't give me too many pills."
- "Every one of the staff was helpful. My social worker was very professional and really nice. He didn't make you feel any lesser than him."
- "He is wonderful. He is a perfect example of what a man should be as [my son] comes from a gang related family so I think he's a great example."
- "She's really good with my daughter."
- "They were more than helpful and they were willing to talk to me. The nurse, she was great!"
- "[My son] has down-syndrome and can't talk very well. I am very happy with his doctor."



Resource: Nurses & Dieticians of the Monterey County Regional Team



A valuable Health Department resource that is often not used by Behavioral Health is the Public Health nurses and dieticians. The nurses and dieticians work together to assess the individual, the home, and the community in order to help overcome a client's health barriers. The needs of the clients are a priority. The nurses and dieticians work hard to provide clients with a basic understanding of the services in the community as well as basic health information.

Monterey County Behavioral Health

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The following are issues and concerns that are appropriate referrals to the Monterey County Regional Team:

- Maternal-Child-Adolescent related:
 - Medically fragile infants (e.g., failure to thrive, developmental delay, congenital anomalies, etc.)
 - High Risk - Pregnancy
 - Pregnant and Parenting Teens
 - Prenatal and Postpartum Depression
 - Childhood Overweight and Obesity
 - Gestational Diabetes
- Diabetes: Types I and II
- Asthma
- Cardiovascular: e.g. Hypertension, Dyslipidemia
- Adult Obesity: BMI, between 35 - 45 with co-morbidities

Note: Adults must have two or more of the above issues

The following are not appropriate issues or concerns for referral to the Monterey County Regional Team:

- Bariatric Surgery/Lap Band Nutritional Consults
- Lead
- Autism or ADHD
- Child Protective Services related (cases of suspected abuse i.e., physical, sexual or emotional and suspected general or medical neglect)
- Adult Protective Services related (suspected dependent/elderly neglect or abuse)
- Behavioral health issues
- Adults BMI 25-34 (overweight and obese)
- Lactation consult
- Anemia *only*
- Constipation *only*
- Communicable Diseases: Sexually Transmitted Infections, TB, etc.
- Visiting Nurses or other home health agency already involved
- Lice, scabies, fleas

If you believe a client or a member of the community would benefit from the services provided by the Monterey County Regional Team, [click here](#) for a printable PDF referral form and follow the submission instructions on the form.

Resource: NAMI Peer-to-Peer

The National Alliance on Mental Illness (NAMI) - Monterey County chapter is offering a *NAMI Peer-to-Peer* course. It is a *free and confidential*, 10-session course for any adult experiencing mental health challenges. NAMI Peer-to-Peer provides an educational setting focused on recovery that offers respect, understanding, encouragement and hope.



The course will be once a week, on Thursdays, for 10 weeks from May 14th to July 16th. It will be from 2:00pm to 4:00pm at the Integrative Health Service Center located at 299 Twelve St, Marina, CA 93933.

[Click here](#) for a printable flyer with information regarding the course.

For course registration, contact NAMI Monterey County at 831-375-NAMI (6264); 831-402-4940 (for Spanish bilingual speakers); or via email at info@namimonterey.org.

Resource: NAMI Family-to-Family

NAMI Family-to-Family is a FREE, 6-session education program for family, partners, friends and significant others of adults living with mental illness. The course is designed to help all family members understand and support their loved one living with mental illness, while maintaining their own well-being. The course includes information on illnesses such as schizophrenia, bipolar disorder, major depression and other mental health conditions. Thousands of families describe the program as life-changing. The program is taught by trained volunteer teachers who are also family members and know what it is like to have a loved one living with mental illness.

The course will be once a week, on Saturdays, for 6 weeks from May 2nd to June 6th. It is from 10:00am to 3:30pm with a ½ hour lunch break. The training will be held at Carmel-by-the-Sea (please contact NAMI Monterey County for the specific location).

[Click here](#) for a printable flyer with information regarding the course.

For course registration, contact NAMI Monterey County at 831-375-NAMI (6264); 831-402-4940 (for Spanish bilingual speakers); or via email at info@namimonterey.org.

Resource: NAMI Provider Education

NAMI Provider Education is a free, 5-week education course developed for the staff of public and private agencies who work with individuals with mental health challenges. NAMI Provider Education course emphasizes the bio-psycho-social perspective in the understanding of neurobiological brain disorders and is taught by a team of two family members, two individuals living with mental health challenges, and one mental health care provider.

Class topics include: clinical principles of secondary prevention/intervention; principles of empowerment & strength-based collaboration; inside mental illness; effective communication with families; and creating a safe, compassionate learning environment for family members and individuals living with a mental health challenge.

The course is pending approval for 12.5 hours of continuing education units for LMFTs and LCSWs. Please contact NAMI Monterey County directly for additional information regarding the availability of CEUs for this course.

The course sessions will be held on May 14th, 21st, 28th and June 4th, 11th from 1:30pm to 4:00pm with a ½ hour lunch break at Community Foundation Monterey (2354 Garden Court, Monterey, CA 93940).

[Click here](#) for a printable flyer with information regarding the course.

For course registration, contact NAMI Monterey County at 831-375-NAMI (6264); 831-402-4940 (for Spanish bilingual speakers); or via email at info@namimonterey.org.

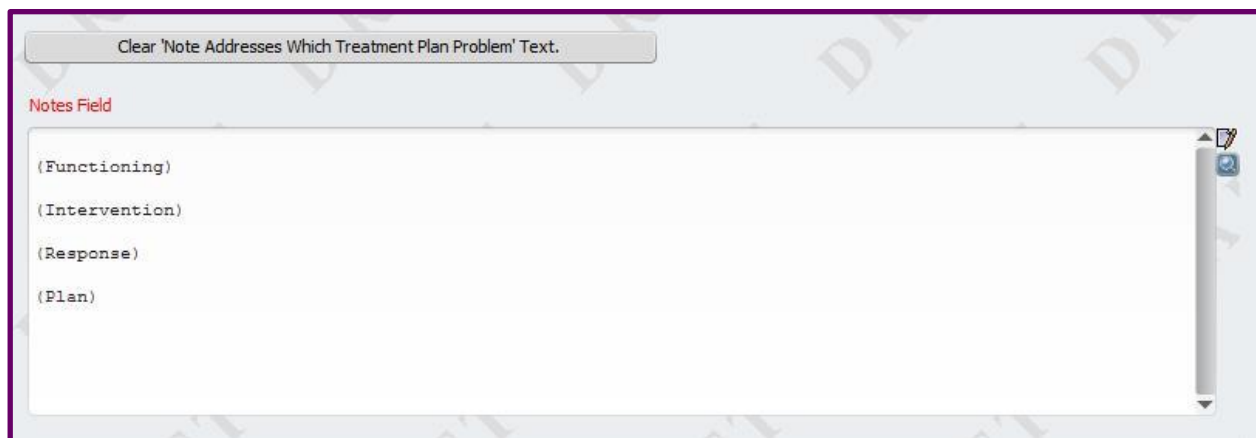
Avatar: Updates

The following information is a reprint of information included in last month's newsletter regarding new features in Avatar. It is being included again as MCBH QI has received requests to provide information about the most recent changes to Avatar.



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

Monterey County Behavioral Health Quality Improvement Newsletter



Clear 'Note Addresses Which Treatment Plan Problem' Text.

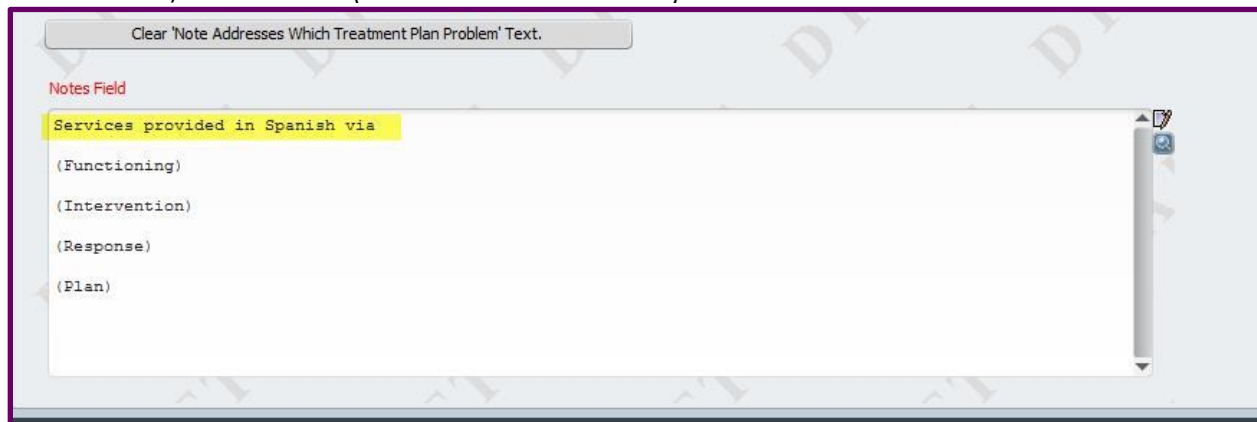
Notes Field

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

Please do not remove these headings. Simply enter the appropriate component of the progress note after the relevant heading.

Avatar also now adds a line stating, "Service provided in [client's preferred language] 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 clients. (See screenshot below)



Clear 'Note Addresses Which Treatment Plan Problem' Text.

Notes Field

Services provided in Spanish via
(Functioning)
(Intervention)
(Response)
(Plan)

Avatar: Reminders

1. Attending Practitioner

As a reminder, the "Attending Practitioner" entry in the Admission form is meant for the psychiatrist working on the case. If there is no psychiatrist assigned to the case, the "Attending Practitioner" can be left blank.

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2. Billing less than 5 minutes in length

Billing less than 5 minutes in length will be disallowed due to MediCal rules. If you wish to capture a significant clinical interaction in a progress note and that interaction took less than 5 minutes, please use an appropriate non-billable code to do so.

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

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