

# Monterey County Behavioral Health Quality Improvement Newsletter

June 2015

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## Trainings: myLearningPointe is Launching!

### **1. First of all, what the heck is myLearningPointe?**

myLearningPointe is going to be MCBH’s primary online learning environment. It will host mandatory trainings; courses for CEUs; and other optional trainings for professional enhancement.



### **2. Will it replace the Learning and Development Network (LDN)?**

Yes and no. myLearningPointe will host MCBH specific trainings while more general trainings offered by the County (e.g., wellness, leadership courses) will continue to be offered through LDN.

### **3. How will I access myLearningPointe?**

You will receive a message in your work email providing you with your log information (username and initial password) along with a link to and instructions on how to log on to myLearningPointe.

### **4. Does this mean I have to remember another username and password?**

Yes.

### **5. Once I access myLearningPointe, how do I use it?**

A myLearningPointe user guide is available on the MCBH Quality Improvement website (<http://www.mtyhd.org/QI>) under “Training” in the top menu. [Click here](#) for direct access to the myLearningPointe User Guide.

### **6. Do you have a sample of what a myLearningPointe course might look like?**

Why, yes, we do. We’re glad you asked. Go to the “Training” portion of the MCBH QI website and select “my Learning Pointe” in the drop down submenu appears. It will take you to the “my Learning Pointe” landing page of the website. On that page, there should be a selection for the “Lean Psychosocial

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Course." [Select this](#) and it should start a training module that is representative of a type of training you would encounter in myLearningPointe.

### 7. When should we expect to be able to use myLearningPointe?

MCBH QI is launching myLearningPointe on Monday, June 8, 2015. We will be rolling out usernames and passwords during the course of the week and you can begin accessing myLearningPointe as soon as you receive your access information.

### Policy: Minor Consent Policy Clarification Memo

In response to feedback from MCBH programs and contract partners, MCBH's minor consent practice and procedures have undergone revision. The revision was discussed and presented to the MCBH Quality Improvement Committee (QIC), which is composed of MCBH administration, supervisors, staff; contract partners; and community members. It was accepted as presented at the May 28<sup>th</sup> meeting of the MCBH QIC.

The main change is related to MCBH realigning its definition of minor consent to conform to the older, more established State regulation regarding minor consent, California Family Code Section 6924.

On a practical level, this means that minors 12 years old or older are no longer the main consenting party. *Parents or guardians (even of minors 12 or older) are again the main consenting party, so they have control of the consenting process, unless we have a minor seeking service on their own and they meet the following criteria:*

- A. 12 years old or older seeking mental health treatment counseling on an outpatient basis;
- B. The minor, in the opinion of the attending professional person, is mature enough to participate intelligently in the outpatient services; AND
- C. The minor:
  - a. Would present a danger of serious physical or mental harm to self or to others without mental health treatment or counseling, or
  - b. Is the alleged victim of incest or abuse.

What does not change, however, is the issue of confidentiality of health information for minors 12 years or older. Although the law allows discretion as to how MCBH defines who the main consenting party is (or who has the power to consent), the law does not allow discretion for who controls the confidentiality of the minor's health records.

Practically speaking, this means that *minors 12 years or older will continue to control the confidentiality of their protected health records and must authorize disclosure of these*

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records even to their parents/guardians and even if their parents/guardians consented for services.

We understand these changes can be confusing so we have prepared some materials to help with the transition:

- For a PDF version of a Power Point presentation comparing the changes to MCBH's minor consent practices and procedures, [click here](#).
- For a policy clarification memo that serves as a primer for determining what minor consenting rules applies to what scenario, [click here](#).

We will also be developing additional materials (e.g., FAQs, information flyers) based on QIC feedback regarding changes to minor consent. We will notify all programs via email when this material becomes available on the MCBH QI website.

**The approved changes must be implemented beginning July 1, 2015.** Please take the time in the next month to implement trainings for your teams and to ask follow up questions from MCBH QI.

### **Policy: 145 – Productivity**

A revised Policy 145 – Productivity, which was formerly known as the “Expected Levels of Achievement” policy, was also reviewed and approved at the May 28<sup>th</sup> MCBH QIC meeting. The most significant change in the policy is the inclusion of certain evidenced based practices (EBP) as “back out time.” The full text of the policy includes a list of EBPs qualified as back out time along with the appropriate codes to be entered into the Avatar scheduling calendar. If training does not entail one of these EBPs, they cannot be used as a back out. [Click here](#) to view a printable PDF version of Policy 145.

### **Policy: 323 – Coroner’s Office Request for Protected Health Information (PHI)**

Receiving and responding to requests from coroners’ offices for protected health information can be a confusing situation. In response, Policy 323 was developed in consultation with County Counsel and MCBH's risk management consultant. The policy was also reviewed and approved by the MCBH QIC on May 28<sup>th</sup>.

[Click here](#) to view the full text of the policy.

Whether you are an internal MCBH program or a contract partner, the first step to take after receiving a coroner’s request for client records is to contact MCBH QI. We will

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work through the procedures set forth in the policy together to best respond to the request.

## **Policy: 506 – Control of Medications and Supplies**

In response to an inquiry by MCBH QI regarding the scope of practice of medical assistants in a MediCal funded specialized mental health plan, the CA Department of California Healthcare Services (CA DHCS) changed their stance regarding what medical assistants may or may not do. The biggest changes include medical assistants being able to access medication rooms if approved by a supervising physician, and hand medications (excluding controlled substances) to clients if ordered by a supervising physician *and* if the medications are labeled as indicated in MCBH policies and State regulations.

These changes are reflected in an updated version of Policy 506 – Control of Medications and Supplies. The changes regarding medical assistants are reflected in lines 32-36, 69-72, and 194-202.

[Click here](#) to view a printable PDF version of Policy 506.

Dr. Soskin, MCBH Medical Director, also issued a memorandum indicating that medical assistants employed directly by MCBH have authorization to access MCBH clinic medication rooms.

[Click here](#) to view a printable PDF version of the memorandum.

For MCBH contract partners, please make the appropriate changes to your internal policies and obtain approval from your supervising physician(s) prior to implementing any changes to the practice of medical assistants employed by your specialized mental health programs.

## **Resource: CA BBS Online License/Registration Renewal**



For those licensed or registered through the California Board of Behavioral Health Sciences, did you know that you can now renew your license(s) or registration(s) online? Currently, the status of your license(s) or registration(s) is updated instantaneously if you renew online.

For more information and instructions on how to renew your license online, [click here](#) go to the CA Department of Consumer Affairs

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BreZE website. Once you register a user account and associate your license(s) or registration(s) to your user account, a renewal link becomes available approximately 100 calendar days before the expiration of your license(s) or registration(s).

### 2015 QI Trainings

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

For the months of June/July, the following QI trainings are being offered:

- [June 12, 2015](#) – Clinical Documentation and Systems Overview
- [June 17, 2015](#) – Psychosocial Assessment
- [June 19, 2015](#) – MyAvatar
- [July 9, 2015](#) – Treatment Plan
- [July 17, 2015](#) – MyAvatar

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

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

### MCBH QI Contact Information

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