QUALITY IMPROVEMENT NEWSLETTER

County of Monterey

IN THIS ISSUE

MENTAL HEALTH AWARENESS

Take the Pledge: Learn About Mental Illness

October 4 through October 10, 2015 is Mental Illness Awareness Week.

It is also a perfect time to take the "StigmaFree Pledge" launched by the National Alliance on Mental Illness (NAMI) earlier this year. The pledge involves three basic steps that can be found at **www.nami.org/stigmafree**.

- Learn about mental health and educate others

- See the person not the illness—strive to listen and understand

- Take action, spread the word, raise awareness and make a EachMind MATTERS difference

BIENESTAR WELLNESS NAVIGATOR

What is a Wellness Navigator?

The Bienestar Integrated Clinics utilize Wellness Navigators as a crucial component to program success.

Wellness Navigators are peer employees contracted through Interim, Inc., and serve as role models to behavioral health clients enrolled in Bienestar.

Each Wellness Navigator has experience in personal recovery and the use of adaptive coping skills. They serve as an advocate for clients, provide health information and coaching both individually and in a group setting through the Whole Health Action Management (WHAM) program.

Wellness Navigators also provide support to the Bienestar team, conducting data collection and assisting as needed in the clinics.

Please take a moment to introduce yourself to the Wellness Navigator in your regional clinic!

In Salinas, Bertha Cervantes and Hal Hamaker. In Marina, Savannah Alvarez and Hal Hamaker. In King City, Xochitl Mayorga.

CONSUMER PERCEPTION SURVEYS

November 16-20, 2015

It is that time again! We will be collecting information via Consumer Perception Surveys. The surveys are conducted over the course of one week in all our clinics as well as our Community Partner clinics. The surveys are completed by adults, caregiver's of children, and transitional age youth.

The information obtained from the surveys will be sent to the Department of Health Care Services (DHCS) for data evaluation. Behavioral Health may also use these data to review consumer perception and for the development of performance plans to ensure high-quality service delivery to consumers and their families.

We ask that Community Partners designate a point of contact to ensure we send the necessary information regarding the surveys.

Please email Mary Alderete-Brown brownmf@co.monterey.ca.us or call 831-755-4545 to designate a point of contact.

If you have any questions concerning the survey period please contact Mary Alderete-Brown @ 831-755-4545 or email brownmf@co.monterey.ca.us

REMINDER: UNUSUAL INCIDENT FORM

Unusual Incident Reporting for Client Deaths This is a reminder that an Special or Unusual Incident Report must be submitted to the MCBH Director's Office and MCBH Quality Improvement any time an MCBH provider or contractor learns of a client's death.

The report must be submitted even if the death is a result of natural causes.

MCBH QI places specific safeguards in the health records of all deceased clients so it is extremely significant that notification be provided.

MCBH WELCOMING PACKET

We are pleased to announce the Monterey County Behavioral Health Welcoming Packet. This welcoming packet was created with the participation of beneficiaries (clients), family, advocates, supportive members of the community, contract providers, and staff. It is meant to help individuals understand our mission and values; share with them the services available; and provide information regarding their rights and responsibilities. The packet is available in English and Spanish. It will be available at all Monterey County Behavioral Health clinics. It will also be available on our QI website in the Resources section.

English welcoming packet   Spanish welcoming packet

2015 QUALITY IMPROVEMENT TRAININGS

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

Psychosocial Assessment Training:

October 30, 2015 - 8:00 am - 12:00 pm - Marina

Avatar Training

October 16, 2015 (full) - 8:30 am - 4:30 pm - Whitney Conference room - 1270 Natividad Road, Salinas
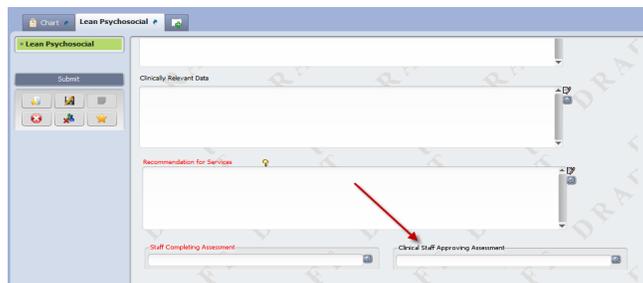
Clinical Supervision Training

October 27 & 28, 2015 -

♦ 5.5 CEU's for LCSW and LMFT are pending approval as required by the California Board of Behavioral Sciences. Provider # PCE806

Future Trainings

♦ Click here to view the QI Website Training Calendar for upcoming events.

♦ Click here to see a list of clinical staff trainings

♦ myLearningPointe

LEAN PSYCHOSOCIAL UPDATE

The "Clinical Staff Approving Assessment" field has been added to the Lean Psychosocial Assessment.

This field is used when a non-licensed clinical staff completes the assessment and needs to have a licensed clinical staff approve the assessment. The licensed clinical staff would search for their name in this field.

NOTE: In addition, the Lean Psychosocial now rolls over information that was entered in a previous assessment.

QI CONTACT INFORMATION

You can reach us at:

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did you know?

Today's EHRs (electronic health record) owe much to the groundbreaking work initiated in academic medical centers and industry and government clinical care organizations during the 1960s and 1970s. Many of the concepts that these early systems pioneered were influential and are in use today.

● Researchers at Massachusetts General Hospital launched the Computer Stored Ambulatory Record project in 1968, which had modular design and accommodated flexible clinical vocabularies through vocabulary mapping.

● In the early 1970s, the University of Utah, 3M, and Latter Day Saints Hospital deployed the Health Evaluation through Logical Processing system.

● Lockheed Corporation, in 1971, created the system that eventually became Eclipsys (now part of Allscripts) for El Camino Hospital, featuring computerized physician order entry (CPOE) and allowing multiple, simultaneous users.

● The Regenstrief Institute in Indianapolis created the Regenstrief Medical Record System in 1972, incorporating then nascent object-oriented programming principles to automate integration of structured, electronic clinical data from their sources, such as laboratories and pharmacies.