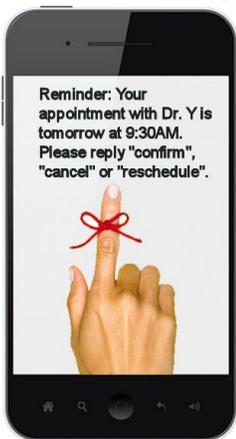


Quality Improvement Newsletter

County of Monterey

IN THIS ISSUE

KEEPING UP WITH TECHNOLOGY	1
CONSUMER PERCEPTION SURVEYS	2
BIENESTAR SCHEDULING	2
NEW/UPDATED POLICIES	2
DECEMBER 2015 TRAINING	2
DECEMBER 2015 TRAINING - CONT	3



KEEPING UP WITH TECHNOLOGY *TEXT APPOINTMENT REMINDERS*

In our ongoing efforts to find ways to support better treatment outcomes for our consumers, we identified a large number of consumers had multiple missed appointments. As we know, missed appointments can lead to poorer outcomes. As we look forward to 2016, the Behavioral Health Bureau is excited to expand its use of technology to support consumer care. We will begin a performance improvement project (PIP) with an aim to improve health knowledge and clinical outcomes for consumers. This PIP will use text messaging for appointment reminders to consumer. Consumers will be given an opportunity to opt-out.

To make this PIP a success, we need everyone's support. Starting January 4th, 2016 all programs within Behavioral Health will be entering all appointments in myAvatar using the Scheduling Calendar.

Below are some things to keep in mind with scheduling:

- Enter appointments for office and community
- For groups, enter appointment for date and time of the group (not for the individual client)
- Do not enter appointments for spontaneous/unscheduled sessions (office or community)
- Do not enter appointments for telephone calls

We would like to offer you the following resources:

Go-to-Meeting training dates are scheduled for 1:30 p.m. on the following dates:

[January 5](#) [January 7](#) [January 11](#) [January 13](#) [January 15](#)

(Click on the date to join the meeting of your choice.)

Video and Written directions for using the Scheduling Calendar can be found in the Avatar user guide, Chapter 13. [Avatar User Guide](#)





CONSUMER PERCEPTION SURVEYS

We would like to take this opportunity to thank everyone who participated in the Consumer Perception Surveys and those who assisted in helping individuals and families in completing the surveys.



CLIENT APPOINTMENT SCHEDULES AND CONTACTING BIENESTAR

Bienestar appointments are scheduled in EPIC, the Electronic Medical Record System for Clinic Services, and will not be available in AVATAR. Bienestar staff will contact case coordinators with appointment times for their clients and remind them of appointments one day prior to the appointment. If staff have a question regarding the appointment time/date for a client, please contact Bienestar at 831-755-4353 or at 415-bienestar@co.monterey.ca.us



Please note when calling Bienestar: Please allow the phone to ring until it is answered. The phone line is set to ring in all three clinic locations and, as a result, rings as many as 15 times before going to voicemail. If unable to answer the phone, Bienestar staff will respond to voice messages within one business day.



NEW/UPDATED POLICIES

- Policy 100: Division Policies and Procedures (revised)
- Policy 336: Advisement of Rights to Involuntary Patients (new policy)
- Policy 507: Prescription of Benzodiazepines (replaced policy 465)
- Policy 508: Administration of VIVITROL (new policy)

[Click here](#) to visit the Policies and Procedures section.



Training for December 2015

MYAVATAR

December 18, 2015

This course is an introduction on how to navigate the MyAvatar Electronic Health Records (EHR) system. Organized in a way that follows a client from admission to discharge in MyAvatar EHR, the course offers training on how to log in to Avatar; search for clients; search for the various forms and reports available; and enter pertinent clinical information into the various forms in MyAvatar EHR. [Click here to register](#)



*** Training for December 2015 ***



MOTIVATIONAL INTERVIEWING AND OTHER EVIDENCE-BASED THERAPIES FOR ADDICTIONS

Presenter: Dr. Jeff Devido, a Harvard trained addictions expert and assistant professor at UCSF

When: December 21, 2015 from 9:00 am - 10:00 am

Where: SEA Room - Natividad Medical Center, 1441 Constitution Blvd in Salinas, CA

Click here to Register

SPONSORED BY



For more information contact Carlos Walker at walkercj@co.monterey.ca.us

*Please obtain your supervisor's approval before enrolling.

MASTER OF SOCIAL WORK PROGRAM INFORMATION SESSION

The purpose of these informational sessions are to give employees an opportunity to gain information program on admissions and deadlines in order to advance their education.



Presenter: Jennifer Costelow-Colvin (jcostelow@csumb.edu)

When: December 17, 2015 - 10:00am - 11:00am Click here to register

December 17, 2015 - 5:00pm - 6:00pm Click here to register

Where: Marina Training Center, 299 12th ST, Marina, CA 93933

Space is limited to 50 attendees. MSW Admissions Information contact: (831)582-5315, msw@csumb.edu

**Please obtain your supervisor's approval before enrolling.

QI Contact Information

Monterey County Behavioral Health

Quality Improvement

1611 Bunker Hill Way, Suite 120

Salinas, CA 93906

Tel: 831-755-4545

Fax: 831-755-4350

