

Quality Improvement Newsletter
County of Monterey



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NEW POLICIES

[Policy 460: Mobile crisis services](#)

- The aim for the Mobile Crisis Team (MCT) is to provide crisis intervention services using culturally competent and best practice approaches to intervening with individuals in the community who are experiencing an acute mental health crisis event. Services will be provided in the community and will include safety assessment and crisis intervention, brief counseling, facilitation of transfer for hospitalization, family collaboration, and linkage/referral to community resources including, but not limited to, other outpatient mental health, medical, or alcohol and drug treatment services.
- The MCT program will partner with law enforcement to provide services in response to 911 calls regarding a psychiatric or emotional crisis. While the Mobile Crisis Intervention Specialist (MCIS) will prioritize such calls from law enforcement, the MCT can receive and respond to requests for service and follow-up from other sources. The MCT will operate with the goal of avoiding the use of involuntary psychiatric hospitalization, when appropriate, by providing alternative treatment resources, which may include consultation, brief crisis intervention, referral to outpatient treatment and/or diversion to voluntary psychiatric, medical and/or alcohol and drug related services as appropriate.

CLIENT NOTIFICATION WIDGET

The diagnosis section of the Notification widget has not been updated to reflect the new ICD-10 coding changes. QI is aware of the situation and will be working on a solution. We will notify staff once it has been resolved. We thank you for your patience and apologize for any inconvenience.

UPDATED ERROR REPORTING FORM

The Error Reporting Form has recently been updated! A "STATUS" column has been added to make it easier for staff to know the status of their request.

Client ID # (associated with error)	Data Entry Date	Type of Error	Date Resolved	Status
800292	01/24/2012	Delete Note/Service	01/24/2012	
800292	09/06/2015	Delete Note/Service	09/06/2015	
808340	12/29/2015	Other Avatar Error	12/29/2015	

Buttons: Add, Edit, Cancel

UPDATED ERROR REPORTING FORM

Additional categories have been added to the "Select Error Category" menu. [Click here](#) to view the list descriptions of these categories.

The "Notes" field has been renamed "Reason for Request" for added clarity.

If you have any questions, you can contact the QI helpdesk by phone at 755-4545 or email us at 415-QA@co.monterey.ca.us

Frequently Asked Questions

- Q: What information can be updated on a progress note if I accidentally make a mistake?
⇒ A: Service Duration, Service Code, Practitioner, and Location. You can submit a request via the Error Reporting form in avatar and selecting the "Edit Service Information" category
- Q: Can QI change clinical progress note content?
⇒ A: No. Clinical content cannot be changed by QI or any Staff member once the note has been finalized.
- Q: Can I add content to a finalized progress note?
⇒ A: Yes. You can include additional information to a finalized progress note by using the "Append Progress Note" form in avatar. This function will allow you to add information, but will not allow you to modify any of the original note content or service information.
- Q: Can I have a progress note switched back to draft?
⇒ A: No, a finalized progress note may not be switched back to draft. However you can request to have the note deleted by submitting an Error Report. You will need to reenter the progress note.
- If I wrote a progress note under the wrong episode, can I ask QI to move it to the correct episode?
⇒ A: No. You will need to complete an Error Reporting form to delete the incorrectly filed note, and write the progress note to the correct episode.
- Q: How can I be sure I have no pending items for a client prior to discharge?
⇒ A: Within the discharge form there is a section labeled "Pre-Discharge Check List". Click on this section to generate a report. The report will display any pending items requiring attention.
- Q: How many treatment plans should a client have?
⇒ A: 2, one treatment plan should be in Final status and the other treatment plan should remain in Draft status. Please create a draft plan as soon as the final plan has been completed. The Draft status plan is the working plan.

2016 UPCOMING TRAININGS

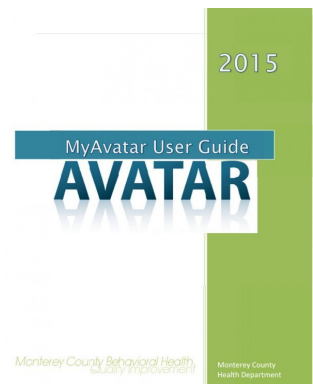
MYAVATAR

February 12, 2016
9:00 am—4:00 pm

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](#)



PSYCHOSOCIAL TRAINING

February 11, 2016
1:00 pm—5:00 pm

Who should attend?

- New staff members, whether they are employed by MCBH or community partners. This course is an opportunity to gain an understanding of MCBH's service delivery and documentation expectations at the beginning of your work experience.
- Experienced staff members looking for a better understanding of MCBH's philosophies regarding service delivery and clinical documentation are also welcome as this provides an opportunity to align your knowledge and experience with MCBH's current expectations.

Required material: Please bring a printed copy of the most updated version of the QI Team Clinical Documentation Guide. It is highly referenced during the training. It is available by [Clicking Here](#)
To Register: [Click Here](#)

LAW AND ETHICS TRAINING

LICENSED/LICENSE-ELIGIBLE STAFF

March 14, 2016 - 8:30 am - 4:00 pm
Click [here](#) to register

NON-LICENSED & ADMINISTRATIVE STAFF

March 15, 2016 - 12:30 pm - 5:00 pm
Click [here](#) to register

This training will cover the following subjects:

HIPAA Overview; HITECH Act –New Regulations; Confidentiality Exceptions (with Authorization, Must Disclose, May Disclose); Integrated Care – Sharing With Other Providers.

QI Contact Information

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