

Monterey County Behavioral Health, Quality Improvement

RE:	FSP Console added as option in Home View
FORM REFERENCE	AVATAR View
EFFECTIVE	October 1, 2021

September 21, 2021

On July 1, 2021, clients who required assertive community treatment or intensive case management were transitioned to full-service partnership (FSP) programs where they would have greater access to a plethora of services. However, with this transition to full-service partnerships comes a Department of Health Care Services (DHCS) requirement to report on client outcomes while they are receiving services through full service-partnership programs.

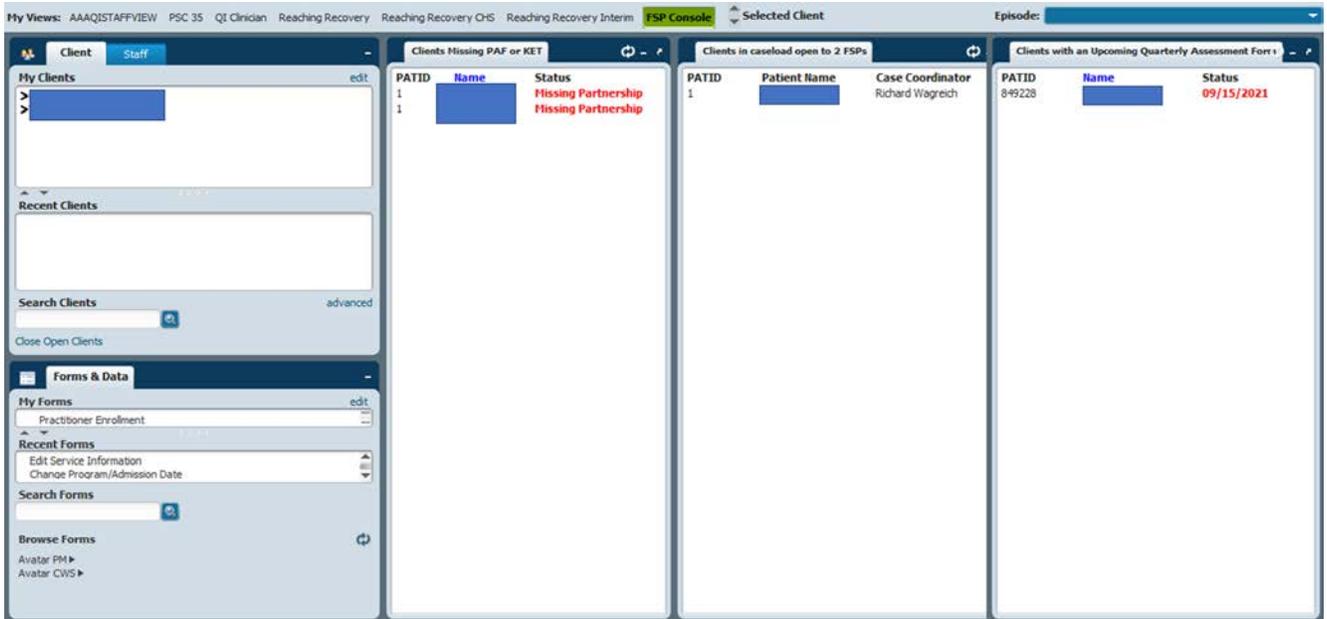
To facilitate both compliance with reporting requirements for and coordination of care between full-service partnerships, Monterey County Behavioral Health (MCBH) Quality Improvement will be introducing the FSP Console view as an option to select within the Home View for both our County and Contracted Provider Clinicians who are supporting clients in FSPs. As such, the widgets and views provided are specific to clinicians with a caseload. For supervisors, program and executive managers and quality improvement, please continue to utilize the 195 MHSa Episode Status and 196 MHSa Episode Admitting Practitioner Reports.

PROCEDURES

1. While in your Avatar Home View select the “FSP Console” View.



2. Once FSP Console is selected, you will have the following view.



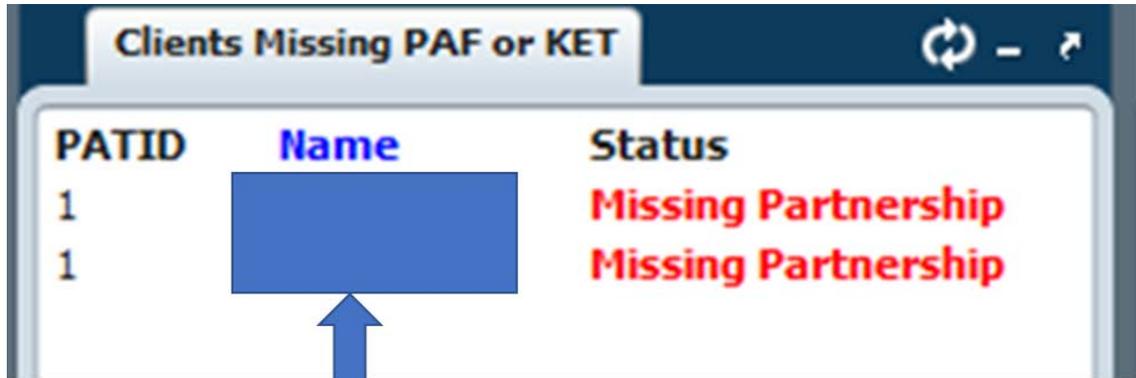
3. On the left-hand side, you will have access just like in the Home View to your client caseload and forms.



4. There are 3 additional widgets to support FSP reporting and coordination of care.

Widget 1: Clients Missing PAF or KET

- a) This widget shows clients in your caseload that are missing either a Partnership Assessment Form (PAF) or a Key Event Tracking Form (KET) to establish or re-establish a partnership.



Select client name

- b) Click on the name of the client in the widget, Avatar will take you to the PAF.



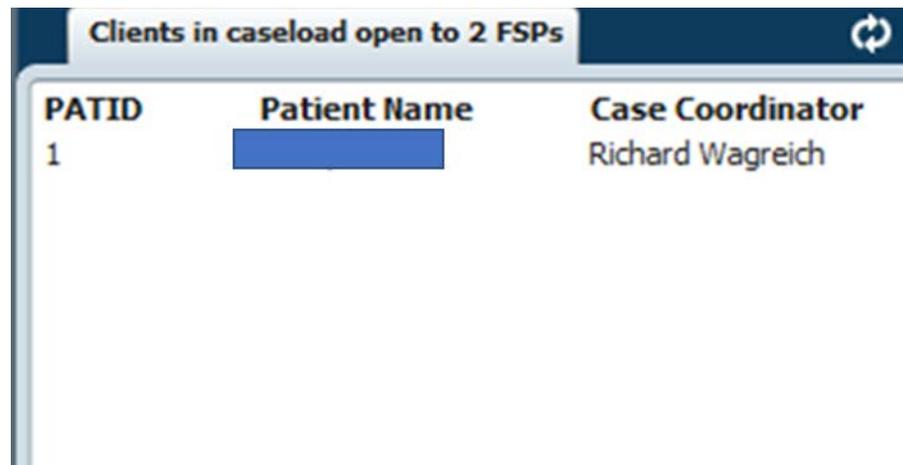
Please Note: The widget cannot determine if a KET is required to re-establish the partnership. If a client has been discharged within 365 days, when loading the PAF, you will receive an error message at that time directing you to complete the KET instead to re-establish the Partnership.

- c) Once the PAF or re-establish KET is finalized and submitted, the client will fall off the widget once you either refresh the widget or log back into Avatar.



Widget 2: Clients in caseload open to 2 FSPs

- This widget looks for clients in your caseload that are open to multiple full-service partnerships regardless of which organization administers the FSP. For example, if a client is open to both a County and a contracted provider's FSP or two different contracted provider FSPs, the client will show in this widget.
- The case coordinator associated with the client or the previous FSP admitting practitioner (if a case coordinator is not assigned) will appear in this widget to better facilitate coordination of care between FSPs.



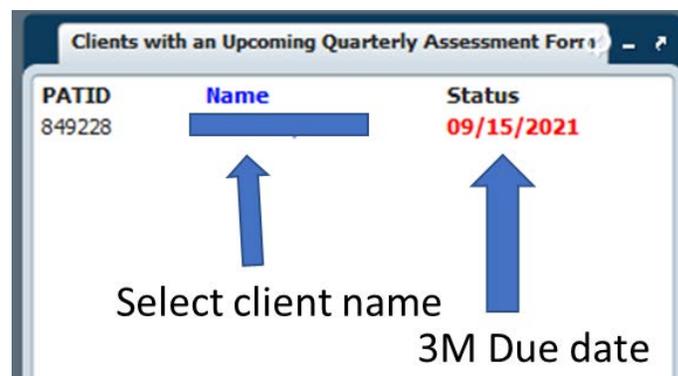
PATID	Patient Name	Case Coordinator
1	[REDACTED]	Richard Wagreich

- Once the client is discharged from one of the FSP episodes, the client will fall off the widget once you either refresh the widget or log back into Avatar.



Widget 3: Clients with an upcoming Quarterly Assessment Form

- FSPs are required to submit a Quarterly Assessment Form (3M) every 90 days. However, DHCS will accept 3Ms that are submitted 15 days early or 30 days late.
- This widget will display clients in your caseload that have a 3M due within that submission window.

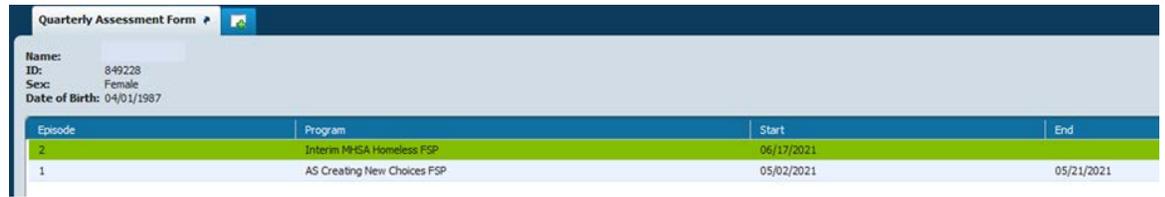


PATID	Name	Status
849228	[REDACTED]	09/15/2021

Select client name

3M Due date

- c) Click on the name of the client in the widget, Avatar will take you to the Quarterly Assessment Form to complete for the client.



The screenshot shows a web interface titled "Quarterly Assessment Form". It displays client information: Name (redacted), ID: 849228, Sex: Female, and Date of Birth: 04/01/1987. Below this is a table with columns for Episode, Program, Start, and End.

Episode	Program	Start	End
2	Interim MHGA Homeless FSP	06/17/2021	
1	AS Creating New Choices FSP	05/02/2021	05/21/2021

- d) The client will fall off the widget either when the quarterly assessment form is finalized and submitted or the window of submission passes. If a quarterly form is finalized, the client will fall off the widget once you either refresh the widget or log back into Avatar.

