

# QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY  
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

**COVID-19 RESOURCES & INFORMATION** [CLICK HERE](#) TO STAY UPDATED

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## NEW STAFF

*Welcome to the Quality Improvement Team!*

Please welcome Nancy Mendoza, Senior Psychiatric Social Worker in Quality Improvement.

Nancy began her career in 2015 with the Adult System of Care-Coastal Region team as a Behavioral Health Aide. She completed her MSW from Cal State Monterey Bay and completed internships with ASOC and the FAST Intensive Services teams. Nancy was promoted to PSW in 2018 after obtaining her degree. She is passionate about serving the community where she lives and grew up. Nancy enjoys being able to provide services to monolingual Spanish speakers.



## Documentation Guide Updates

QI is happy to announce that both the [SMSH Documentation Guide Summer 2023](#) and the [DMC-ODS Documentation Guide Summer 2023](#) have been updated to reflect the new changes of payment reform.

[SMSH Documentation Guide Summer 2023](#) changes are found on the Change Log starting May 2023 and include, but not limited to the following:

- Mental Health Services
- Telehealth Acknowledgement
- Restraining Orders
- Integrated Assessment
- Reaching Recovery
- Added Peer Support Services chapter
- Added Payment Reform and Add-On chapter
- Updated Mental Health Service Codes
- Updated Scope of Practice
- Inserted Add-On Matrix to the Appendix

You can find the SMHS Documentation guide here: [CLINICAL DOCUMENTATION](#)

**SMSH Office hours**  
[7/18/2023 from 10-11am](#)

[DMC-ODS Documentation Guide Summer 2023](#) changes are found on the Change Log starting May 2023 and include the following:

- Clarified Treatment Plan requirements for Residential and Withdrawal Management
- Clarified Assessment requirements for Withdrawal Management
- Removed Residential extension limitation
- Added Peer Support Services chapter
- Added Payment Reform and Add-On chapter
- Updated Service Component chapter and Service Component by Treatment Modalities table
- Updated Scope of Practice
- Inserted Add-On Matrix to the Appendix

You can find the SUD Documentation guide here: [SUBSTANCE USE DISORDER \(SUD\)](#)

**DMC-ODS Office hours**  
[7/18/2023 from 3-4pm](#)

### CaAIM Corner

#### CaAIM Implementation Memo: 009 Collateral Services for Specialty Mental Health

Starting July 1st, 2023, CaAIM Payment Reform will impact the way staff document and are reimbursed for collateral services. Collateral is a valuable service activity delivered to a significant support person in an individual’s life with the intent of improving or maintaining the mental health status or providing support in achieving plan goals of the person in care.



Collateral includes one or more of the following: consultation and/ or training of the significant support person(s) that would assist the person in care in increasing resiliency, recovery, or improving utilization of services; consultation and training of the significant support person(s) to assist in better understanding of the mental illness and its impact on the person in care; and family counseling with the significant support person(s) to improve the functioning of the person in care.

Collateral as an Add-On	Collateral as Stand-Alone
<ul style="list-style-type: none"> <li>• Collateral is not the primary service but instead an Add-On to another primary service</li> <li>• The person in care <b>is part</b> of the service delivery</li> <li>• Collateral as an add-on is reimbursable</li> <li>• Staff would select Collateral as an Add-On to the primary service</li> </ul>	<ul style="list-style-type: none"> <li>• Collateral is provided as the primary service (i.e. meeting with the significant support person only)</li> <li>• The person in care <b>is not part</b> of the service</li> <li>• Collateral as a “stand-alone,” service <u>is not reimbursable</u></li> <li>• Staff would continue to use the 311CA Collateral service code</li> </ul>

## Screening and Transition Tool FAQ's

It has been almost 4 months since the screening and transition tool went live and we appreciate everyone's effort in this new DHCS initiative. We would like to take this time to explain and clarify a few things related to this process:

- Remember to finalize the tools; only finalized tools will be sent to Carelon
- Medi-cal financial eligibility must be entered, ideally prior to finalizing the screening tool, otherwise staff may get the following message: **“Screening will not be sent to Carelon and will stay with MCBH as: Client does not have active Medi-Cal”**
  - ⇒ If staff are getting this message, be sure to reference this [attachment](#) which will help correct the issue and ensure the screening tool is sent to Carelon
- Lastly, please continue to coordinate the beneficiary's referral to Carelon.

The information mentioned above will be added to the FAQs under Screening and Transition Tools on the CalAIM tab.

## ACCOUNT OF DISCLOSURE

The confidentiality of medical, psychiatric, and substance abuse information is protected by State and Federal statutes, rules, and regulations which require that staff members protect the personal health information (PHI) and obtain authorization for disclosure from the person in care in order to sharing any PHI, except under specific conditions as indicated by the law.

At times, Hospital Emergency Departments and Inpatient Units may contact the treatment team requesting information such as current medication list and recent psychiatric progress notes. These types of disclosures are allowable for the purposes of coordinating care as a provision of supporting critical emergencies (excluding 42 CFR protected information). When information is disclosed by the treatment team, it is necessary to complete the “Account of Disclosure” form in the EHR in order to keep track of the disclosure of information. (Please see the User Guides to learn how to complete this form.

<https://www.co.monterey.ca.us/government/departments-a-h/health/behavioral-health/quality-improvement/user-guides> )

## PEARL'S FORM

We believe that providing an explanation about how to fill out the PEARL's form would be beneficial. Please review the following:

- PEARLS may be completed collaboratively but shall NOT be completed without the beneficiary and/or their parent/caregiver
- PEARLS PDF (English/Spanish) are located on the QI Website, under [Clinical Documentation>Printable Documents>“Other Printable Documents”](#)
- Print the form appropriate to the age and recipient, provide to caregiver and/or child/youth (reference the [Memo](#))
  - \* Transcribe (manually enter) the results into Avatar
  - \* Don't worry about the syntax (i.e. you/your child, etc.), as all of the questions on each version are the same.

## CLINICAL DOCUMENTATION TRAINING



## CLINICAL DOCUMENTATION TRAINING

### DATES

August 21, 2023

October 16, 2023

December 18, 2023

**Description:**

These trainings will help participants begin to think intentionally about the services they deliver so they can document these services more efficiently and effectively and in accordance with the new CalAIM requirements.

**Audience:** MCBH & Provider Staff

**Registration:** You may attend one or all three trainings (all three are required for new employees)

To register, click on the name of the TRAINING in the column to the right.

All trainings have a separate ZOOM link. You must register for EACH individual training to receive a ZOOM link and Calendar invite.

**Back out:** Avatar 802 / Timesheet - 8###5

### ASSESSMENT

9:00AM - 12:00PM

### PROBLEM LIST & TREATMENT PLAN

1:00PM - 3:00PM

### PROGRESS NOTES

3:00PM - 5:00PM

**QUESTIONS?  
CONTACT QI**

**831-755-4545  
415QI@co.monterey.ca.us**

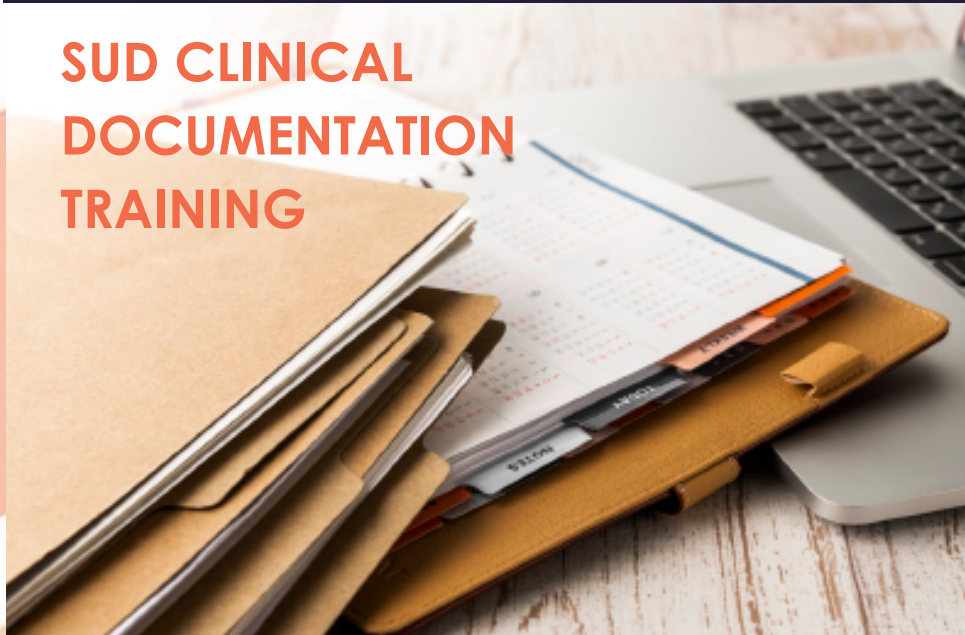


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## SUD CLINICAL DOCUMENTATION TRAINING

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**Description:**

These trainings will help participants begin to think intentionally about the services they deliver so they can document these services more efficiently and effectively and in accordance with the new CalAIM requirements.

**Audience:** SUD Provider Staff (LPHAs & SUD Counselors).

**Registration:** You may attend one or all three trainings.

To register, click on the name of the **TRAINING** in the column to the right.

All trainings have a separate Zoom link. You must register for EACH individual training to receive a Zoom link and Calendar invite (ensure you choose the correct date from the drop down).

### **DATES**

July 24, 2023

October 23, 2023

**CLICK ON THE  
TRAINING NAME  
TO REGISTER**

### **SUD ASSESSMENT**

9:00AM – 11:00AM

### **TREATMENT PLAN**

1:00PM – 2:30PM

### **PROGRESS NOTES**

3:00PM – 4:30PM

**QUESTIONS?  
CONTACT QI**

**831-755-4545  
415QI@co.monterey.ca.us**

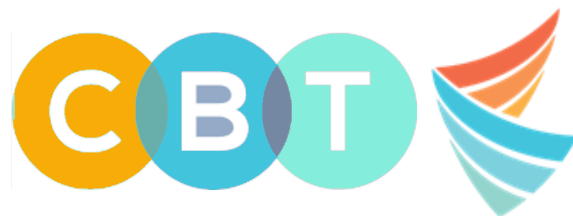


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## MCBH TRAINING

### COGNITIVE BEHAVIORAL THERAPY/ INTERVENTION COURSES ARE BEING SCHEDULED AGAIN!



- All the following courses are published on NeoGov.
- MCBH is offering two new Dx Series for Anxiety and for Pain.
- All courses are offered through ZOOM

**CBT Foundations (Sokol)** *This is a two day class. Learners are required to attend 9:00 AM – 4:30 PM each day to receive credit for the course.*

- July 11-12, 2023.
- August 8-9, 2023
- December 5-6, 2023

**CBT Foundations (Sokol)** *This is a two day class. Learners are required to attend 9:00 AM – 4:30 PM each day to receive credit for the course.*

- July 11-12, 2023.
- August 8-9, 2023
- December 5-6, 2023

#### **CBT Skills (Sokol)**

*These are three hour courses. Each class is from 8:45 AM to 12:00 Noon.*

- 7/27/23 Behavioral Activation
- 8/29/23 Agenda Setting
- 9/06/23 Guided Discovery
- 10/26/23 Exposure

#### **CBT Dx Series**

*Each series consists of three to four 2-hour courses. Learners can attend 1, 2, 3 or all 4 courses in each series AND need to enroll in each course in the series separately.*

*Each class is from 9:00 AM to 11:00 AM*

- Bipolar Disorder (Sudak)
  - 7/10/23 – Interviewing & Dx
  - 7/17/23 – Psychoeducation & Adherence
  - 7/24/23 – Strategies for Managing Mania & Depression
  - 7/31/23 – Safety Planning
- Major Depression (Sudak)
  - 8/14/23 – Interviewing & Dx
  - 8/21/23 – Psychoeducation & Adherence
  - 8/28/23 – Behavior Activation
- Anxiety (Sokol – New Series. Course Subtitles & Learning Objectives are Pending)
  - 9/5/23
  - 9/6/23
  - 9/12/23
  - 9/13/23

## MCBH TRAINING CONTINUED

### CBT Dx Series Continued

- Pain (Sudak – New Series. Course Subtitles & Learning Objectives are Pending)
  - 10/2/23
  - 10/9/23
  - 10/16/23
  - 10/23/23
- PTSD (Sudak)
  - 11/27/23 – Interviewing & Dx
  - 12/4/23 – Conceptualization & Evidence
  - 12/11/23 – Prolonged Exposure
  - 12/18/23 – Cognitive Therapy

### Special Topics

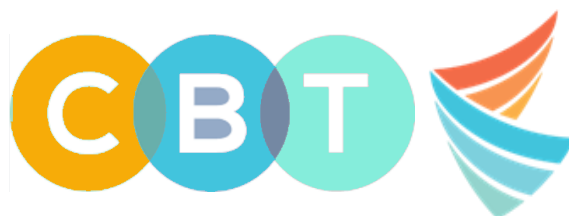
- CBT with Individuals who are Suicidal - *Two Day class. Learners must attend both dates to receive credit for the course.*
  - October 30 (8:45 AM to 12 Noon)
  - November 6 (8:45 Am to 12 Noon)

**IF YOU HAVE ANY QUESTIONS OR FOR  
MORE INFORMATION CONTACT THE MCBH TRAINING TEAM AT  
[415-TRAINING@CO.MONTEREY.CA.US](mailto:415-TRAINING@CO.MONTEREY.CA.US)**

**Training Manager**  
Jill Walker

**Training Assistant**  
Ariana Zamusion

**Training Clinician**  
Celia Trujillo



## MYAVATAR TRAINING 2023

# MYAVATAR ONLINE TRAINING

JULY 16, 2023  
9AM TO 12PM

ALL SESSIONS: 9:00 AM - 12:00 PM

MONTH	DAY
AUGUST	18
SEPTEMBER	15
OCTOBER	20

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 HER.

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.

- For assistance navigating myAvatar, please use the myAvatar User Guide for Specialty Mental Health Services available in the QI website under "[User Guides](#)"
- For **Non Clinical** Questions or technical assistance with myAvatar, email [415-QA@co.monterey.ca.us](mailto:415-QA@co.monterey.ca.us)
- For **Clinical** Questions, email [415QI@co.monterey.ca.us](mailto:415QI@co.monterey.ca.us)

If you are not familiar with NEOGOV, [click here to view the "How to" Guide for NeoGov Learn](#) for support navigating the enrollment process.

# NEOGOV

To access NeoGov Learn, enter through County INFONET: <https://countyofmonterey.sharepoint.com/sites/Infonet/>

- To request enrollment in **DBT Skills: Foundations Training**, please **read and complete [DBT Enrollment Request](#)**.

## CONTACT US IN QUALITY IMPROVEMENT.



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1611 Bunker Hill Way, Ste 120  
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