QUALITY IMPROVEMENT NEWSLETTER

MONTEREY COUNTY BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

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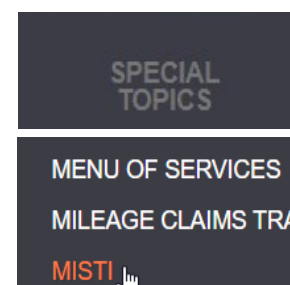## MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

ZiaPartners are scheduled for their next in person visit on **Tuesday, March 26 and Wednesday, March 27**. One-on-one consultation slots are filling up quickly and we recommend reaching out to MISTI@co.monterey.ca.us ASAP if you'd like to schedule a time to meet with one of our consultants.

While ZiaPartners are visiting, our monthly Change Agent Meeting time/location will change (see below). All current Change Agents should have received an email notification and calendar invite. If you're interested in joining our Change Agent Team our would simply like to learn more, please reach out to us at MISTI@co.monterey.ca.us.

MARCH CHANGE AGENT MEETING DETAILS

Date: Tuesday, March 26

Time: 1:00 PM - 5:00 PM

Location: Marina Training Center
299 12th St, Marina

SPECIAL TOPICS

MENU OF SERVICES
MILEAGE CLAIMS TRA
MISTI

To view more information on MISTI, visit the QI Website
SPECIAL TOPICS | MISTI | Monterey County

MISTI Myth Busting

Myth: "Addiction medications are just replacing one addiction with another."

Real Deal: Medications for addiction treatment (MAT), especially for opioid use disorder, have been proven to save lives and substantially improve recovery rates. For people in treatment for substance use disorders, medications ease withdrawal symptoms to give people the space they need to recover and prevent overdoses. Medications don't create a high or cause impairment—they allow patients to work, drive, care for their families, and live full lives .

POLICIES AND PROCEDURES-QI MEMO

QI MEMO: INITIAL & FOLLOW-UP APPOINTMENT TIMELINESS FOR SPECIALTY MENTAL HEALTH SERVICES

THIS NEW PROCEDURE APPLIES TO ACCESS SALINAS, ACCESS MARINA, ACCESS SOLEDAD, ACCESS KING CITY, ACCESS CALWORKS, AND ACCESS ADULT POST HOSPITAL ONLY

Beginning 4/1/2024 the **New Client form will no longer be used** to track timeliness. Data will be drawn from the admission form, adult/youth medi-cal screening tool, progress notes, the scheduling calendar, and the discharge form in Avatar to calculate timeliness

1. Effective 4/1/2024.
2. Applies to all new beneficiaries.
3. The New Client form will no longer be used to capture timeliness.
4. Data will be drawn from the admission form, adult/youth medi-cal screening tool, progress notes, scheduling calendar, and the discharge form in Avatar to calculate timeliness.
5. With this new process, staff will be required to use their scheduling calendars to record first and follow-up appointments, as applicable.
6. The following programs will begin using this new process to capture timeliness: Access Salinas; Access Marina; Access Soledad; Access King City; Access CalWORKs; and Access Adult Post Hospital.

Other MCBH programs will be required to initiate this new process into their operations over the next year.

Click here to view a full version of the memo.

You can find this memo as well as other policies, procedures and protocols in the Policies and Procedures section of the Quality Improvement website.

CLINICAL DOCUMENTATION TRAINING

CLINICAL DOCUMENTATION TRAINING

CLICK ON THE TRAINING NAME BELOW TO VIEW AVAILABLE DATES AND REGISTRATION

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

April 01, 2024 9 AM - 12 PM

PROBLEM LIST & TREATMENT PLAN

April 03, 2024 9 AM - 11:30 AM

PROGRESS NOTES

April 05, 2024 9 AM - 11:30 AM

QUESTIONS?
CONTACT QI

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

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SUD CLINICAL DOCUMENTATION TRAINING

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 CalAIM & DHCS Requirements.

Audience: SUD Provider Staff (LPHAs & SUD Counselors, Peer Support Specialists).

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).

MCBH - TRAININGS CPI - NON VIOLENT CRISIS INTERVENTION

MCBH - CPI Non-Violent Crisis Intervention - Foundations Course
** This training is for MCBH Staff ONLY**

Date: April 16, 2024   Time: 8:30 AM - 4:30 PM

CPI Non-Violent Crisis Intervention Training is now a Hybrid Learning Experience. The Foundations course now has two components:

* Online: Self-Paced Class (Approx. 2 Hours)
* On-Site: Live Classroom Experience (6.5 Hours)

CPI is an evidence-based de-escalation and crisis prevention training designed to provide you with the skills and knowledge to safely recognize and respond to everyday crisis situations along with providing the best possible Care, Welfare, Safety, and Security to all involved.

Prerequisites:
* One week prior to their on-site live classroom training date, participants will receive an email with the link to the online portion of the training.
* Participants will only be accepted into the live classroom experience if the online training is done by noon the prior day.

Enroll in NeoGov: https://learn.neogov.com/learner/catalog/course/instructor-led/25e22bc4d4cbc0b642c3561a868f43ca

Location:

Marina Training Center
299 12th St
Marina, CA 93933

Hartnell Ed. Center
117 N 2nd St
King City, CA 93930

CEU's: None
Backout Codes: Avatar: 823/4410 - Timesheet Override: 81440

Next Training Dates: May 7, 2024, May 15, 2024, September 18, 2024, Oct 9, 2024

IF YOU HAVE ANY QUESTIONS OR FOR MORE INFORMATION CONTACT MCBH TRAINING TEAM AT 415 TRAINING@CO.MONTEREY.CA.US

Training Manager
Jill Walker

Training Clinician
Celia Trujillo

Training Assistant
Ariana Zamusion

MCBH - TRAININGS - COLUMBIA SUICIDE SEVERITY RATING SCALE

MCBH – COLUMBIA SUICIDE SEVERITY RATING SCALE (C-SSRS): FOUNDATIONS

INSTRUCTOR: Carly Memoli & Benjamin Gray, M.Ed., BCBA

COURSE DESCRIPTION: The Columbia Suicide Severity Rating Scale (C-SSRS) is an evidenced based tool that is used to assess for suicide and/or self-injurious behaviors. This series is designed to support MCBH workforce and contracted partner providers in effectively utilizing the Columbia Protocol as individuals and teams, across various care settings, and with the range of clientele served in our community

TIME/DATE: Varies

LOCATION: ZOOM

ENROLLMENT: Enroll through NeoGov Learn: <u>MCBH – Columbia Suicide Severity Rating Scale (C-SSRS): Foundations</u>

- *Please note: This is a THREE part series. You must attend ALL THREE parts sequentially to complete the course.*
- If you are <u>not</u> available for one (or part) of these dates, please enroll for a different series.
- You will not be able to "swap" a day for credit.

Once you enroll through NGL, you will have access to the Zoom Registration Link

MCBH BACK OUT:
- Max 9 hours
- Avatar: 823/4610
- 81440

CONTINUING EDUCATION
- LCSW, LMFT, LPCC
- 9 credits available
- Must attend at least 90% of class, complete evaluation and score > 79% on exam (two(2) attempts available)

BBS REQUIREMENTS
- *This course qualifies as the minimum 6-hour Suicide Risk Assessment and Intervention Training required by the BBS for application and renewal*

IF YOU HAVE ANY QUESTIONS OR FOR MORE INFORMATION CONTACT MCBH TRAINING TEAM AT 415 TRAINING@CO.MONTEREY.CA.US

Training Manager	Training Clinician	Training Assistant
Jill Walker	Celia Trujillo	Ariana Zamusion

MCBH TRAINING

COGNITIVE BEHAVIORAL THERAPY (CBT) / INTERVENTION COURSES

- All the following courses are published on NeoGov.
- All courses are offered through ZOOM
- Please search for courses using "Key Words"

<u>CBT Skills (Sokol)</u> - *These are three hour courses. Class is from **8:45 AM to 12:00** Noon.*
- April 23, 2024   **Exposure**

<u>CBT Dx Series</u>
Each series consists of three to four 2-hour courses. Learners need to enroll in each course in the series separately. **9:00 AM – 11:00AM**
- **Pain** (Sudak)
  - ◊ April 1, 2024
  - ◊ April 8, 2024

MOTIVATIONAL INTERVIEWING (MI)
Instructor: Kristin Dempsey, LMFT, LPCC, Ed.D.

<u>MI Foundations:</u>
- *Foundations (Classroom)*
  - ◊ April 18, 2024 & April 19, 2024 (1.5 Day Training = 9 Hours)
    - ∗ Day One: 8:45 AM – 4:30 PM
    - ∗ Day Two: 8:45 AM – 12:00 NOON

LAW & ETHICS

<u>ENROLLMENT</u>
- All courses are listed in NeoGov Learn w/ the Prefix "*MCBH – Law & Ethics:*"
- All courses offer Continuing Education credits (BBS only at this time)
- Course Confirmation and Reminders are now provided through NGL
- *All courses will be virtual on the Demio System LMS (Provided by our trainers).*

<u>COURSES</u>
- **Telehealth**
  - ◊ April 25, 2024, 8:45 AM – 12:00 PM (This course will meet the BBS 3 Hour Telehealth requirement for licensure/associate application & renewal)

MYAVATAR TRAINING 2024

MYAVATAR ONLINE TRAINING

APRIL 19, 2024
9AM TO 12PM

ALL SESSIONS 9:00 AM 12:00 PM	
MONTH	**DAY**
MAY	17
JUNE	21
JULY	19

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
- For **Clinical** Questions, email 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.

MCBH   Quality Improvement
1611 Bunker Hill Way, Ste 120
Salinas, CA 93906

Telephone: (831) 755 4545
Fax Number: (831) 755 4350
Toll free: (844) 287 8041