QUALITY IMPROVEMENT NEWSLETTER

MONTEREY COUNTY BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

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MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

ZiaPartners March visit was an absolute success! Their visit included a lengthy meeting with MCBH Management, a half-day training for our Change Agent Group, and various one-on-one consultations with both MCBH and Community Partner Programs. To support our transparency and communication around the implementation of MISTI across the County, we'd like to share a high-level summary of their visit:

- In the MCBH Management Meeting, ZiaPartners facilitated riveting discussions around moving from obligation to inspiration as it relates to systems transformations. These **EPIC** discussions were specifically around: **E**mpowerment, **P**artnership, & **I**nspiration. The Team left with reinvigorated passion as well as ideas/plans for ways in which they as Leaders can continue to work towards developing a system that is more welcoming, hopeful, and co-occurring capable.
- ZiaPartners facilitated a half-day training to the Change Agent group introducing the Integrated Longitudinal Strength Based Assessment (ILSA). This model provides an alternative way to approach the assessment process than folks are typically trained, that being prioritizing the relationship with the person in front of you. This approach not only allows the people we serve to feel more valued, but it simultaneously captures all the necessary components needed to complete an assessment.
  - Interested in learning more about this? Or becoming a Change Agent? Email us at: MISTI@co.monterey.ca.us!
- The following individual Agencies/Programs met with ZiaPartners for one-on-one consultation: CSOC Management Team, MCBH Billing Department, Sun Street Centers, MCBH Training, & individual MISTI Implementation Team Members.

ZiaPartners next on-site visit is scheduled for July, dates TBD.

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

SPECIAL TOPICS
MENU OF SERVICES
MILEAGE CLAIMS TRA
MISTI

MISTI Myth Busting

MYTH
If a person in care is receiving residential services with an SUD Provider (i.e. Sun Street Center, Door to Hope, etc.) they cannot concurrently receive MH services (i.e. MCBH, Interim, etc.).

REAL DEAL
As long as the services are coordinated (i.e. SUD Provider & MH Provider have proper authorizations in place to communicate) and not duplicative, persons in care may receive MH services while residing in SUD residential facility.

POLICIES AND PROCEDURES-QI MEMO

QI MEMO: SUD Screening Tool – Monterey County Behavioral Health

Effective July 1, 2024, The CalAIM initiative by DHCS is streamlining and standardizing documentation requirements for persons with co-occurring conditions to improve quality of life and health outcomes for beneficiaries.

To summarize the attached memo, here are some important highlights:

1. **Effective: 7/1/24 for all Systems of Care.**
2. **All MCBH staff** (SWIII, PSWI, PSWII, Sr. PSW, BHUS, BHSM) **shall complete and receive ASAM certification** (American Society for Addiction Medicine) **by 6/14/24** (prior to the effective date for all systems of care).
3. All MCBH staff (SWIII, PSWI, PSWII, Sr. PSW, BHUS, BHSM) **shall participate in SUD Screening Tool Office Hours** prior to the date for all systems of care.
4. The **SUD Screening Tool must be conducted for new and/or existing beneficiaries** requesting services directly from a MCBH program via phone, walk-in, or referral:
    a. If the beneficiary indicates they are affirmative for substance use after the MCBH staff conducts the Medi-Cal Youth/Adult Screening Tool
    and/or
    b. If the beneficiary requests substance use disorder treatment.
5. SUD Screening Tool will be recorded in the applicable MCBH treatment episode.

The time it takes to review this email and attached memo can be coded as 802 time on the scheduling calendar, not to exceed 30 minutes.

Please review the memo and if there are further questions, please email 415QI@co.monterey.ca.us

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.

POLICY CLARIFICATION MEMOS - SCROLL TO BOTTOM OF PAGE

POLICIES AND PROCEDURES-QI MEMO

QI MEMO: Screening Tool for Day Rehabilitation Services

Starting 05/01/2024 referrals and/or admissions to Day Rehabilitation will now require the addition of **Screening Tool for Day Rehabilitation Services**. This tool is the result of a collaborative effort between Monterey County Behavioral Health and partner Day Rehabilitation service providers to screen in/out persons in care who may be eligible for Day Rehabilitation services, to ensure that individuals are appropriately placed in a safe and least restrictive level of care.

Day Rehabilitation Services are supportive services to those with Mental Health and Substance Use Disorders, provided in a non-institutional setting which provides a structured program as an alternative to other higher level of care settings (such as hospitalization for persons in care experiencing an acute psychiatric episode or crisis). The service includes a range of activities and services that support persons in care in their efforts to restore, maintain, and apply interpersonal and independent living skills, and to access community support systems. This service is available on a full day basis at least four hours and less than 24 hours each day the program is open. Service activities may include but are not limited to daily community meetings, skill building groups, therapeutic programming including process groups, and at least once monthly contact with family members or significant support person(s).

- Effective 5/1/2024
- Referrals Day Rehabilitation will now require completion of the "Screening Tool for Day Rehabilitation Services" form in AVATAR
- The screening tool and/or referral is required for the authorization of these services
- The contents of this memo is not intended to replace the current referral process
- The case coordinator is responsible for completing this screening tool in AVATAR
- It is recommended that the screening tool be completed within 30 days prior to the referral to Day Rehabilitation Services

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

POLICIES AND PROCEDURES-QI MEMO

QI POLICY 149: Telehealth (Updates as of 3/24/24)

- Telehealth refers to **both** audio only (telephone or voice-only web calls such as zoom without video) **and** audio/video interactions (videoconferencing, i.e. zoom).
- Programs who are rendering service via telephone only **must also offer** the same services via audio/video (i.e. Zoom).
- Programs who are rendering services via telehealth **must also offer** those services via in person contact; **or** arrange for a referral to, and a facilitation of, in person care that does not require a person in care to independently contact a different provider to arrange for that care.
- **Prior to initial delivery of services** via telehealth, **consent must be obtained** for the use of telehealth.
- The **Telehealth Consent Acknowledgement Form** is available in Avatar. It provides guidance around the subject of receiving telehealth services, alternative modes of service delivery options, and also information about availability of transportation and translation services.

    A Person In Care **has the right to withdraw consent** for telehealth services **at any time.**

Policy 300B: Reporting of Elder and Dependent Adult Abuse (2/22/2024)

- For abuse that occurs in a long-term care facility, the written report goes not only to local law enforcement and the long-term care ombudsman, but *also* to the corresponding state licensing agency.
- If the abuse occurred in a long-term care facility, was perpetrated by another resident with a diagnosis of dementia, and no serious bodily injury took place, the written report should be sent to **both** local law enforcement *and* the long-term care ombudsman.
- New HIPAA requirement is for staff to promptly inform the elder or dependent adult when a report has been made, with a couple exceptions:
    - ο If the staff believes that doing so would put the individual at risk of harm, or
    - ο If the individual is conserved and staff would be informing the personal representative, and the staff believes that person to be responsible for the abuse or neglect.
    - ο Use your clinical judgment, and be sure to document your decision about whether or not to inform the elder or dependent adult in a progress note (may be designated "restricted disclosure").
- For staff working for SUD Programs which are held to 42CFR Part 2, when making a report staff may identify themselves as "working for an MCBH contracted provider" in order to avoid making a connection between themselves, the elder/dependent adult, and the Part 2 program.

MCBH   TRAININGS CPI   NON VIOLENT CRISIS INTERVENTION

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

Date: May 7, 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	Hartnell Ed. Center
299 12th St	117 N 2nd St
Marina, CA 93933	King City, CA 93930

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

Next Training Dates: 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	Training Clinician	Training Assistant
Jill Walker	Celia Trujillo	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: MCBH – Columbia Suicide Severity Rating Scale (C-SSRS): Foundations

- *Please note: This is a THREE part series. You must attend ALL THREE parts sequentially to complete the course.*
- If you are not 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
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MCBH TRAINING

COGNITIVE BEHAVIORAL THERAPY (CBT) / INTERVENTION COURSES

- All the following courses are published on NeoGov.
- All courses are offered through ZOOM

<u>CBT Foundations (Sokol)</u> - *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.*
- May 7, 2024 & May 8, 2024

<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.

- PTSD (Sudak) **9:00 AM – 11:00AM**
    ◊ May 13, 2024   Interviewing & Dx
    ◊ May 20, 2024   Conceptualization & Evidence
    ◊ June 3, 2024   Prolonged Exposure
    ◊ June 10, 2024   Cognitive Therapy

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

<u>SPECIAL TOPICS:</u>
- *MI: Engaging and Supporting People with Co Occurring Conditions: Overview and Group Interventions*
    ◊ May 14, 2024, 8:45 AM – 4:30 PM
- *MI: MI as Trauma Informed Care*

<u>DBT Introduction</u> (Behavioral Tech)
This is a two day class. Each day/session is from 9:00 to 4:30 PM
- May 21, 2024 & May 22, 2024

LAW & ETHICS

<u>COURSES</u>
- <u>Telehealth</u>
    ◊ April 25, 2024, 8:45 AM—12:00 PM

- <u>HIPAA/42 CFR Part 2</u>
    ◊ May 23, 2024, 8:45 AM - 12:00 PM

- <u>Annual / Legal Updates</u>
    ◊ June 27, 2024, 8:45 AM - 12:00 PM

MYAVATAR TRAINING 2024

MYAVATAR
ONLINE TRAINING

MAY 17, 2024
9AM TO 12PM

ALL SESSIONS 9:00 AM 12:00 PM	
MONTH	**DAY**
JUNE	21
JULY	19
AUG	16

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.

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