

QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY
BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

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MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

Welcoming and Access

A key principle of MISTI is being welcoming and accessible to individuals and families with complex needs. But what do welcoming and access mean to our programs and partners? And how do we measure our progress in becoming welcoming and accessible? These were topics of discussion at the June MISTI Steering Committee and MCBH Leadership Team meetings. Steering Committee members shared how they think of welcoming and access and how they might incorporate this into their action plans. And a component of the MCBH Leadership Team meeting consisted of small group discussions focused on how we might measure our progress with being welcoming and accessible both within divisions: System of Care, Administration and Quality Improvement, and across MCBH as a whole. The discussion and work will be continuing.

CHANGE AGENT MEETING DETAILS

Date: Tuesday, August 27
Time: 9:30 AM–10:30 AM
Location: 331 Sanborn, Salinas (Alisal Integrated Health Clinic)



Myth: Medication-Assisted Recovery (or MAT) is Just Substituting One Addiction for Another.



Fact: Medication-assisted recovery helps individuals overcome their addictions by providing support and reducing cravings and withdrawal symptoms. This approach can be particularly effective for those who have struggled with substance abuse over an extended period or have tried other treatment methods without success. By working with a medical professional who understands the complex nature of addiction, individuals can get on the path to recovery and lead healthy, fulfilling lives free from dependence on drugs or alcohol.

To view more information on MISTI, visit the QI Website

[SPECIAL TOPICS | MISTI | Monterey County](#)

- SPECIAL TOPICS
- MENU OF SERVICES
- MILEAGE CLAIMS TRA
- MISTI

POLICIES AND PROCEDURES-QI MEMO

In collaboration with our SUD Contracted Providers, the following changes to documenting Residential LOC's services have changes. The hope is that this new process will reduce documentation burdens and increase direct beneficiary care. Please see attached memo related to progress note transition for Residential LOCs.

This only applies to Residential LOCs (3.1, 3.2, and 3.5).

- **Effective for all dates of service starting 7/22/2024.**
- SUD progress note forms including the SUD Progress Note, SUD Res Daily Doc Individual, and SUD Res Daily Doc Group will no longer be available after 7/26/2024.
- DMC-ODS Residential (3.1, 3.2, and 3.5) treatment providers will use the **Inpatient Progress Note MC** form to document all individual services and group services for beneficiaries in MyAvatar.
- **A progress note must be submitted daily for each day a beneficiary is in the residential setting. This may include a progress note for each intervention OR a summary of all the interventions provided throughout the day.**
- Start and End times will no longer be required.
- All requirements for documentation standards and timeliness, as outlined in MCBH QI Memo- CalAIM Implementation 002-Progress Notes, remains the same.
 - [QI Memo: Group Progress Note Form Transition for SUD Providers](#)
 - [QI Memo: Progress Note Form Transition for SUD Providers](#)
 - [QI Memo: Progress Note Form Transition for SUD Providers - Residential only](#)

The [DMC ODS Medication Assisted Treatment](#) policy has been updated. The updates to the policy include the following:

Effective January 1, 2024, Assembly Bill 816 amends Family Code Section 6929 to state:

(a) A minor 16 years of age or older may consent to receive medications for opioid use disorder from a licensed narcotic treatment program as replacement narcotic therapy without the consent of the minor's parent or guardian only if, and to the extent, expressly permitted by federal law.

(b) A minor 16 years of age or older may consent to opioid use disorder treatment that uses buprenorphine at a physician's office, clinic, or health facility, by a licensed physician and surgeon or other health care provider acting within the scope of their practice, whether or not the minor also has the consent of their parent or guardian.

You can find these memos as well as other policies, procedures and protocols in the [Policies and Procedures](#) section of the [Quality Improvement website](#).

POLICY CLARIFICATION MEMOS -
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POLICIES &
PROCEDURES



POLICIES AND PROCEDURES-QI MEMO

AUTHORIZATION FORMS TIPS

Quality Improvement would like to provide some clarity around the WITHIN and GENERAL Authorization forms. These forms are incredibly important as they relate to communication around a person's care and can often be a bit tricky to distinguish from one another. See below for a brief explanation of the two forms. If you'd like any further consultation around this topic, or any other for that matter, please reach out to us at 415QI@countyofmonterey.gov or 831-755-4545.

WITHIN Authorization:

- **Purpose:** Informs person in care that MCBH uses a shared medical record, myAVATAR. Person in care's signature authorizes their chart to be accessed by those that use myAVATAR (i.e. other MCBH Programs, SUD Partners, etc.).
- **What if person refuses to sign?:** Program staff would contact 415-QA@countyofmonterey.gov to inform QI of this and the chart is blocked accordingly. For example, if someone refuses to sign the form all together, the chart is blocked to everyone other than the treatment team (i.e. Case Coordinator and Psychiatrist) and if someone refuses to sign the SUD line item, the chart would be blocked to all SUD Partners.

Review [Policy 350B](#) for additional information.

GENERAL Authorization:

- **Purpose:** Person in care signs this form to authorize one entity/individual to communicate with other entities. For example, Donald Duck would like MCBH to communicate with Mickey Mouse. The GENERAL Authorization would be completed and item #4 would identify Mickey Mouse as the named individual in which MCBH may communicate with.

Referrals to Adult Transitional Residential Services

As part of ongoing quality improvement efforts and in response to the Department of Health Care Services specialty mental health prior authorization requirements, Monterey County Behavioral Health Quality Improvement department has developed the Screening Tool for Adult Transitional Residential Services (Interim, Inc. – Bridge House) to support that members meet access criteria for Adult Transitional Residential Services. This screening tool shall be submitted along with the referral packet to providers and is not intended to replace the current referral process.

Starting **8/1/2024** referrals and/or admissions to Adult Transitional Residential services will now require the addition of **Screening Tool for Adult Transitional Residential Services**. This tool is the result of a collaborative effort between Monterey County Behavioral Health and partner Adult Transitional Residential Service providers to screen in/out persons in care who may be eligible for Adult Transitional Residential Services, to ensure that individuals are appropriately placed in a safe and least restrictive level of care.

Click on the link below to view the full memo:

[Referrals to Adult Transitional Residential Services](#)

NEW STAFF

Welcome to the Quality Improvement Team!

Please welcome **Niharika Rao**.

Niharika has joined our Quality Improvement Department as an Epidemiologist I.

Niharika completed her Master's in Public Health from University of Toronto with specialization in Epidemiology and Addiction Studies. She has years of experience from volunteering to working with the local public health units and the federal system (PHAC) in Canada. After working for the Center for Addictions and Mental Health (CAMH), Niharika enjoyed the work involved in dissipating stigma, raising awareness about cessation programs, and advocating for the mental health needs of the community members. She is passionate about making an impact in people's lives by using her favorite subjects – epidemiology and statistics. Niharika is thrilled to join the team and looks forward to hearing from her colleagues.



Please welcome **Cristina Pizano**.



Cristina has joined our Quality Improvement Department as a Departmental Information Systems Specialist.

Cristina's journey in healthcare administration began as a Patient Service Representative II at Monterey County Behavioral Health in 2015, she honed her skills in patient care coordination and administrative support. Her dedication to enhancing her expertise led her to pursue a degree in Computer Science, a decision that reflects her commitment to integrating advanced technology into healthcare systems. Cristina leverages her extensive background in mental health clinics to streamline information management processes and enhance operational efficiency. Her transition underscores her passion for leveraging technology to optimize healthcare delivery, making her a pivotal member of the team.

We are very excited to share the news that **Maria Gonzalez Gallardo** has become the newest member of MCBH's SUD (Drug Medi-CAL) Team as a Senior PSW!!!

Maria is a Licensed Clinical Social Worker who has experience working with children, teens, and adults. Maria started with Monterey County Behavioral Health in 2019 when she began her Master's level internship at the Adult System of Care- Coastal Region. She stayed with MCBH; hired as a Psychiatric Social Worker I and promoting to Psychiatric Social Worker II once licensed. Maria has enjoyed serving adults with co-occurring complexities through her former role in MCBH's Adult System of Care, as well as private practice. Maria is excited to join the team and says she is looking forward to continuing to serve our community.



MONTEREY COUNTY RAINBOW CONNECTIONS GENDER DIVERSITY PROVIDER TRAINING:

SESSION 1:30 PM -4:30PM

01 August 1st, 2024

Language, Gender
Literacy in English and
Spanish

02 August 22nd, 2024

Misinformation and
Disinformation

03 September 5th, 2024

Medical Support and
Assessment

04 September 19th, 2024

Exploration of the
Developmental Journey

Workshop Description: The Monterey Behavioral Health Gender Diversity Training is a comprehensive workshop series designed to enhance the knowledge and skills of medical providers, mental health professionals, and educators in supporting transgender and gender diverse youth and their families. This series will help participants build a strong foundation in gender literacy, assessment, medical support, and developmental understanding of gender, enabling them to provide effective, culturally attuned, gender affirming care.

PRESENTERS:A



JEN HASTINGS, M.D. (JEN) A

Dr. Jen is Board Certified in Family Medicine, providing trans health care for many years, and is a national consultant and educator on transgender healthcare and research to increase medical access & understanding.



SHAWN A. GIAMMATTEI, PH.D. (HE/HIM) A

Dr. Shawn is a clinical family psychologist, the Associate Director of Mental Health for the Child & Adolescent Gender Center at UCSF, Benioff Children's Hospital, a trans health researcher, educator, author, and CEO of GHTI & the TransFamily Alliance



**JULIETTE GREENHAM (SHE/HER) A
SPECIAL GUEST**

Juliette is a Mexican JEDI expert and leader of trans-inclusivity projects, coaching the most important organizations in Latin America. She works with families to understand and flow with their Gender Journeys in the context of Latin American culture.

REGISTER HERE A

<https://bit.ly/monterey-gender>

What We Will Cover

- Language, terminology, and related to gender identity and expression.
- Experiences of youth, parents, and family members on gender journeys.
- Bilingual resources for inclusive communication.
- Identification and analysis of misinformation and disinformation about transgender issues.
- Strategies for countering misinformation and promoting accurate information.
- Gender Affirming Care (GAC).
- Medical support options for transgender youth, including puberty blockers and hormone therapy.
- Gender Evaluations for youth and families.
- Best practices for medical interventions and ongoing care.
- Developmental gender journeys of transgender youth, their families, and the providers who serve them.



3 CEs available for Each Workshop

The Gender Health Training Institute is approved by the American Psychological Association to sponsor continuing education for psychologists. Gender Health Training Institute maintains responsibility for this program and its content.

MCBH TRAINING

MCBH Training would like to remind you of our upcoming Law & Ethics trainings!

Law & Ethics

ENROLLMENT

- 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).*

COURSES

Telehealth

This course will meet the BBS 3 Hour Telehealth requirement for licensure/associate application & renewal

July 25, 2024 8:45 AM – 12:00 PM

October 31, 2024 8:45 AM – 12:00 PM

Annual/Legal Updates

August 15, 2024 8:45 AM – 12:00 PM

October 24, 2024 8:45 AM – 12:00 PM

Working with Minors

August 22, 2024 8:45 AM – 12:00 PM

HIPAA/42 CFR Part 2

September 26, 2024 8:45 AM – 12:00 PM

December 18, 2024 8:45 AM – 12:00 PM

Mandated Reporting

November 20, 2024 8:45 AM – 12:00 PM



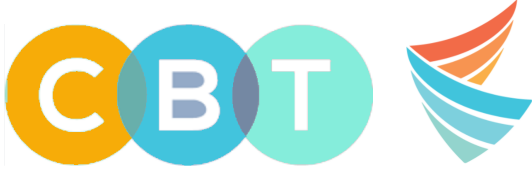
**IF YOU HAVE ANY QUESTIONS OR FOR MORE INFORMATION CONTACT
MCBH TRAINING TEAM AT 415_TRAINING@CO.MONTEREY.CA.US**

Training Manager
Jill Walker

Training Clinician
Celia Trujillo

Training Assistant
Ariana Zamusion

MCBH TRAINING



MCBH Training would like to remind you of our upcoming **Cognitive Behavioral Therapy/Intervention** courses!

CE's offered for Psychologists & BBS!

- All the following courses are published on NeoGov Learn
- All courses are offered through ZOOM
- Additional info for each course can be found on NeoGov Learn

CBT Dx Series

Series consists of three 2-hour courses.

Learners need to enroll in each course in the series separately.

- **Pain** (Sudak) 9:00 AM – 11:00AM
 - [8/5/2024](#)
 - [8/19/2024](#)
 - [9/9/2024](#)
- **PTSD** (Sudak) 9:00 AM – 11:00AM
 - [10/7/2024 – Interviewing & Dx](#)
 - [10/14/2024 – Conceptualization & Evidence](#)
 - [10/21/2024 – Prolonged Exposure](#)
 - [10/28/2024 – Cognitive Therapy](#)



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.

- August 27-28, 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 AT A GLANCE

August - October 2024

Date	Topic/Title: Follow Link to enroll on NeoGov Learn	Start Time	End Time	CE Credits
August 2024				
5	CBT: Dx Series - Pain (Part 1 of 3)	9:00 AM	11:00 AM	BBS & BOP
15	L&E: Legal Updates	8:45 AM	12:00 PM	BBS & BOP
19	CBT: Dx Series - Pain (Part 2 of 3)	9:00 AM	11:00 AM	BBS & BOP
20	MI: Engaging and Supporting People with Co-Occurring Conditions	8:45 AM	4:30 PM	BBS & BOP
21	LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)	9:00 AM	12:00 PM	None
22	L&E: Working with Minors	8:45 AM	12:00 PM	BBS & BOP
27-28	CBT: Foundations (2 Day Session)	8:45 AM	4:30 PM	BBS & BOP
September 2024				
9	DEI: Cultural Complexities in Engagement, Assessment & Diagnosis	9:00 AM	4:30 PM	BBS & BOP
9	CBT: Dx Series - Pain (Part 3 of 3)	9:00 AM	11:00 AM	BBS & BOP
17	CBT: Anxiety & PTSD	8:45 AM	4:30 PM	BBS & BOP
18	LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)	9:00 AM	12:00 PM	None
18	CPI: Non-Violent Crisis Intervention	8:30 AM	4:30 PM	BBS & BOP
19-20	MI: Foundations	8:45 AM	4:30 PM	BBS & BOP
23	CBT: Using CBT with Individuals who are Suicidal	8:45 AM	4:30 PM	BBS & BOP
26	L&E: SUD - 42 CFR/HIPAA	8:45 AM	12:00 PM	BBS & BOP
26	CPI: Verbal Intervention	9:00 AM	12:00 PM	None
October 2024				
7	CBT: Dx Series - PTSD (Part 1 of 4)	9:00 AM	11:00 AM	BBS & BOP
9	CPI: Non-Violent Crisis Intervention	8:30 AM	4:30 PM	BBS & BOP
14	CBT: Dx Series - PTSD (Part 2 of 4)	9:00 AM	11:00 AM	BBS & BOP
16-18	Columbia Suicide Severity Rating Scale (C-SSRS): Foundations	8:45 AM	12:00 PM	BBS & BOP
16	LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)	9:00 AM	12:00 PM	None
17	MI: Identifying & Mobilizing Change Talk	8:45 AM	12:00 PM	BBS & BOP
17	MI: Working with Groups	1:15 PM	4:30 PM	BBS
21	CBT: Dx Series - PTSD (Part 3 of 4)	9:00 AM	11:00 AM	BBS & BOP
22	CBT: Agenda Setting	8:45 AM	12:00 PM	BBS & BOP
22	CBT: Behavioral Activation	1:15 PM	4:30 PM	BBS & BOP
24	L&E: Legal Updates	8:45 AM	12:00 PM	BBS & BOP
28	CBT: Dx Series - PTSD (Part 4 of 4)	9:00 AM	11:00 AM	BBS & BOP
30	Sleep Coaching	1:00 PM	5:00 PM	BBS
31	Law & Ethics: Telehealth	8:45 AM	12:00 PM	BBS & BOP

MYAVATAR TRAINING 2024

MYAVATAR
ONLINE TRAINING

AUGUST 16, 2024
9AM TO 12PM

ALL SESSIONS
9:00 AM 12:00 PM

MONTH	DAY
SEP	20
OCT	18
NOV	15

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.

- 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.



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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