QUALITY IMPROVEMENT NEWSLETTER

MONTEREY COUNTY BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

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MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

MISTI UPDATES

At its July meeting, the Steering Committee heard updates on the work of the MCBH Leadership and Change Agent Teams, MCBH programs, contracted providers, and community partners. Among the topics were the importance of balancing client strengths with the issues they are coming in with, looking at one's own biases before working with a client with a co-occurring condition, and celebrating small steps of individual and system change. Following up on the discussion about welcoming and access at the June meeting, the group talked about the need to accurately identify the numbers of co-occurring clients being served and to work to improve the data over time as awareness and knowledge improve.

STEERING COMITTEE MEETING DETAILS		
Date:	Friday, September 27	
Time:	10:30AM—12:00PM	
Location:	ZOOM	

In July, the Change Agent Team discussed action planning and their role within their program/ organization in the process. A large part of the in-person meeting was dedicated to discussing and practicing stage-matched recovery. A sample client case was presented, with change agents working in small groups to focus first on identifying client strengths, goals, and hopes and then matching client issues with stages of change. There was a lot of feedback that doing this from a strength-based perspective was extremely helpful in shifting the perspective and focus.

CHANGE AGENT MEETING DETAILS		
Date:	Tuesday, September 24	
Time:	9:00AM—10:30AM	
Location:	TBD	

Myth: You have to want treatment for it to be effective.

Fact: Many people with substance use and/or mental health disorders do not seek treatment on their own, often because of stigma and shame, or because they don't think they can afford it. It often takes a personal crisis, legal action, or encouragement from someone they care about to begin treatment. Treatment works regardless of why someone enters treatment.

To view more information on MISTI, visit the QI Website

SPECIAL TOPICS | MISTI | Monterey County

POLICIES AND PROCEDURES-QI MEMO

UPDATES

Policy 149: Telehealth has been updated to support with procedural clarity
 (see below for added language on page 2).

In summary, the Telehealth Consent Acknowledgement is a requirement for <u>all</u> persons in care when providing services <u>via phone and/or telehealth</u> (i.e. Zoom).

Procedure

1. All MCBH Staff and contracted providers shall complete the Telehealth Consent Acknowledgement when at any point throughout treatment a service is rendered via telephone and/or audio/visual (i.e. Zoom)

CALAIM UPDATES

MONTEREY COUNTY BEHAVIORAL HEALTH CLINIC UTILIZATION REVIEW SUMMARY

Our Specialty Mental Health Services (SMHS) Utilization Review Tool has been updated! With the roll out of new requirements (i.e. screening tools, etc.) QI wanted to ensure Programs had a meaningful resource to support with documenting all the important work that is provided to our community.

The fillable tool can be found on the QI Website HERE.

YOU CAN CLICK ON THE LINK Program Utilization Review Tool (countyofmonterey.gov)

POLICY CLARIFICATION MEMOS - SCROLL TO BOTTOM OF PAGE

POLICIES & PROCEDURES

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
October 31, 2024 8:45 AM – 12:00 PM

Annual/Legal Updates
October 24, 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

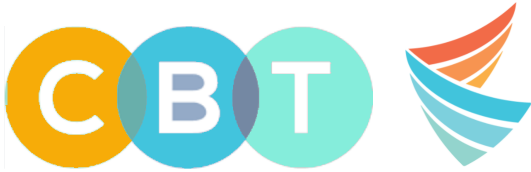### Mandated Reporting

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	**Training Clinician**	**Training Assistant**
Jill Walker	Celia Trujillo	Ariana Zamudio

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
  - 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

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 Zamudio

MCBH TRAININGS AT A GLANCE

September - October 2024

Date	Topic/Title: Follow Link to enroll on NeoGov Learn	Start Time	End Time	CE Credits
	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
	November 2024			
18	CBT: Dx Series - Bipolar Disorder (FULL DAY)	8:45 AM	4:30 PM	BBS & BOP
19	CBT: Guided Discovery	8:45 AM	12:00 PM	BBS & BOP
19	CBT: Exposure Therapy	1:15 PM	4:30 PM	BBS & BOP
20	Law & Ethics: Mandated Reporting	8:45 AM	12:00 PM	BBS & BOP
20	LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)	9:00 AM	12:00 PM	None
21	ACT: Acceptance & Commitment Therapy - Foundations	8:45 AM	4:30 PM	BBS & BOP

MYAVATAR TRAINING 2024

MYAVATAR
ONLINE TRAINING

SEPTEMBER 20, 2024
9AM TO 12PM

ALL SESSIONS
9:00 AM 12:00 PM

MONTH	DAY
OCT	18
NOV	15
DEC	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 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.

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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