

QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

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MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

MISTI UPDATES

Both the Steering Committee and MCBH Leadership Team are continuing their work on Action Planning. This includes moving forward on to specific action items such as welcoming and access for complex clients and identifying individuals and families with co-occurring conditions to welcome them into care and engage with them to help them meet their goals. A key component is providing staff with the training, tools, and support that will help them in this work.

Change Agent

The Change Agents will celebrate one-year of monthly, collaborative meetings this month. The Team is continuing to finalize the details of our Action Plan, more specifically how our goals align with MCBH Leadership's goals. We will receive further training and consultation from ZiaPartners around how to leverage our voices as Change Agents and continue our previous learning and practice around integrated stage matched interventions at their next on-site visit (see below for details).

CHANGE AGENT

Date: Wednesday, November 6

MEETING DETAILS

Time: 1:00PM – 4:30PM

Location: Marina Training Center
299 Twelfth St, Marina



Myth: You Have to Be in a Treatment Facility to Receive Medication-Assisted Treatment (MAT).



Fact: Despite what many might assume, medication-assisted recovery can be successfully provided in outpatient settings, such as doctor's offices and clinics. Many patients prefer this type of treatment because it allows them to continue living at home and maintain their regular schedule while still receiving the support they need to overcome addiction. This approach to recovery is especially beneficial for those who cannot commit to a full-time residential program. Studies have shown that patients who engage in outpatient therapy are just as likely to succeed in the long term as those who opt for more intensive treatment options.

To view more information on MISTI, visit the QI Website

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

POLICIES AND PROCEDURES-QI MEMO

[QI Memo: Access Call Center Requirements](#)

Below is a summary of the requirements for any staff responding to callers on the 24/7 Access Line.

When an individual calls the 24/7 Access Line, the caller must be provided with:

- Information on how to access mental health and substance use disorder for themselves or someone else.
- Information about urgent requests.
- Information on the problem resolution process.

Additionally, these requests shall be documented in AVATAR and must contain all three of the following:

- Name of caller
- Date of the request

Initial disposition of the request

Click on the link below to view :

[QI Memo: Access Call Center Requirements](#)

[QI Memo: Clarifying Wet/Electronic Signatures](#)

With the lessening of the COVID-19 pandemic and previous flexibilities being lifted, QI wanted to clarify the lifted flexibilities around obtaining “wet”/electronic signatures.

- **WHO** this impacts: Both Monterey County Behavioral Health (MCBH) and all Contracted Providers.
 - **WHAT** Forms this applies to:
 - GENERAL Authorization for Release of Information
 - WITHIN Authorization for Release of Information
 - Onset of Services Forms
 - Informed Consent
 - **What this means for YOU:**
 - Moving forward wet/electronic signatures shall be obtained for the aforementioned forms.
- You do **NOT** have to go back and obtain these wet/electronic signatures.

Click on the link below to view :

[QI Memo: Wet Signatures ADA](#)

POLICY CLARIFICATION MEMOS -
SCROLL TO BOTTOM OF PAGE



REMINDERS

AI Recording/ Transcription

The use of Fireflies or any other AI application to record and/or transcribe meetings is prohibited and any staff using these should stop immediately. These applications have not been authorized for use for Monterey County Behavioral Health staff. If MCBH staff are joining a meeting and an external participant is using an AI recording/transcription, staff may:

- Verbally say that they do not give consent to be recorded/transcribed
- Request to turn off the AI application

Leave the meeting

TigerConnect

Monterey County Behavioral Health is implementing TigerConnect as our unified communication and collaboration platform. We are excited to deploy TigerConnect and look forward to helping provide direction and support.

Why TigerConnect?

- TigerConnect is an industry-leading solution that will enable staff to **communicate amongst each other and with members in a secure, HIPAA-compliant** manner.

Who will have access to TigerConnect?

- MCBH staff

When will TigerConnect be available?

- **Effective 10/28/2024**

What trainings will available?

- LMS – type in “TigerConnect” on the search field to take you directly to the course
 - ◇ Duration is about 45 minutes

How should staff prepare?

- All staff will need to ensure their **cell phones have the latest iOS updates**
 - ◇ Check with Health IT
- Health IT will **push out the application on county issued devices on 10/18/2024**
- For non-county issued devices, staff will need to download the app

DO YOU KNOW ABOUT **TIGERCONNECT?**

TigerConnect is where care team collaboration happens, patient communication thrives, and information is always at your fingertips, making healthcare easier for everyone, from any location.

SCAN THE QR CODE TO DOWNLOAD THE APP

Android



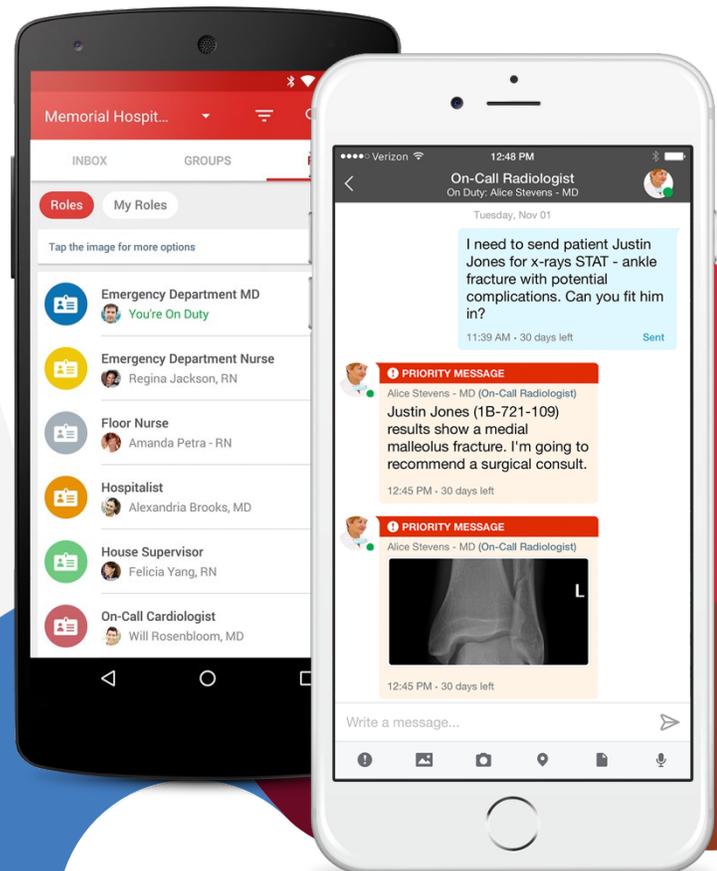
iOS



BENEFITS

- Text care team members in a secure, HIPAA-Compliant Way
- See when messages are delivered and read
- Set Do Not Disturb auto-replies
- Message forwarding and priority messaging
- Recall errant messages
- Messages auto delete after 30 days
- Send group or broadcast messages
- Attach images and documents
- Watch for more details on activating your account

Available to MCBH starting 10/28/24



UPDATES

myHealthPointe

myHealthPointe, the member portal to access their health information, was slated to go live, however this implantation will be delayed a few more weeks due to continued configuration of the portal.

However, there are a few things to keep in mind.

- All notes written on 10/1/2024 (regardless of the date of service) will become available in the member portal when it does go live

- Ensure you are documenting to the correct member chart

The new “restricted disclosure” feature is now active in all progress notes ([Restricted Disclosure in Progress Notes Memo](#))

- ◇ Release to:
 - ✦ myHealthPoint = the progress note **will** be sent to the members portal
 - ✦ None = the progress note **will not** be sent to the member portal
- ◇ **Restricted disclosures should only apply to the following reasons:**
 - ✦ Progress notes documenting fulfillment of a mandated reporting obligation (e.g., suspected child abuse or elder abuse reporting) as disclosure of this information may reasonably endanger the reporting provider
 - ✦ Progress notes containing information that might reasonably endanger the life or physical safety of the member or another person
 - ✦ For minors, progress notes containing information that would have a detrimental effect on the provider’s professional relationship with the minor
- **Progress Note Documentation Requirements** ([Monterey County Behavioral Health Specialty Mental Health Services Documentation Manual](#))
 - ◇ A brief description of how the service addressed the member’s behavioral health need (e.g., symptom, condition, diagnosis and/or risk factors)
 - ◇ A brief summary of next steps
 - ◇ Group services: both items listed above and a brief description of the member’s response to the service

QI TIPS/ TRICKS

Minor Consent

- What is Minor Consent?
 - When a **child/youth that is 12 years and older** is seeking outpatient mental health and/or substance use treatment.
- Can Parent(s)/Caregiver(s) be involved in Treatment?
 - **YES:** If minor has no objections to parent or guardian involvement.
- Can Parent(s)/Caregiver(s) NOT be involved in Treatment?
 - **YES:** If minor would like to receive treatment **WITHOUT** parent involvement and in the opinion of the treating professional:
 - ◊ Minor is mature enough to participate intelligently in the aforementioned services.
 - AND-
 - ◊ After consulting with the minor it is determined the involvement of parent or guardian would be inappropriate.
 - If you answer “no” to any of the above, consult with your direct supervisor/manager for further support.

WHAT forms are required for children/youth 12 years and older and **WHO** signs them? The answer to this depends on if the parent(s)/caregiver(s) are involved.

With Parent/Caregiver Involvement	Without Parent/Caregiver Involvement
<ul style="list-style-type: none"> • Minor must sign all consents (“Informed Consent”) & authorizations (“WITHIN” & “GENERAL”) ◦ Some parents or caregivers may also like to sign alongside minor, this is acceptable • Complete “GENERAL” to authorize communication with parents or caregiver 	<ul style="list-style-type: none"> • Minor must sign all consents (“Informed Consent”) & authorizations (“WITHIN” & “GENERAL”) • In addition, minor must also sign “Minor Consent” • Document in chart the reason why it would be inappropriate to contact the minor’s parent or guardian and the consultation had with the minor • Email 415-QA@countyofmonterey.gov with chart number • Gather information from minor, such as, an alternate mailing address where correspondence from MCBH can be mailed

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

HIPAA/42 CFR Part 2

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 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.

- PTSD (Sudak) 9:00 AM – 11:00AM
 - [10/28/2024 – Cognitive Therapy](#)



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MCBH TRAININGS AT A GLANCE

November—December 2024

Date	Topic/Title: Follow Link to enroll on NeoGov Learn	Start Time	End Time	CE Credits
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
December 2024				
6	DEI: Cultural Humility - Foundations	9:00 AM	4:30 PM	BBS & BOP
9	CBT: Briefer Sessions	8:45 AM	4:30 PM	BBS & BOP
12	MI: MI as Trauma Informed Care	8:45 AM	4:30 PM	BBS & BOP
18	L&E: SUD - 42 CFR/HIPAA	8:45 AM	12:00 PM	BBS & BOP
18	LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)	9:00 AM	12:00 PM	None

MYAVATAR TRAINING 2024

MYAVATAR ONLINE TRAINING

NOVEMBER 15, 2024
9AM TO 12PM

ALL SESSIONS	
9:00 AM	12:00 PM
MONTH	DAY
DEC	20
JAN	17

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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