Organizational Provider Operations Handbook

O. TRAINING

The increasing focus and requirements on cultural sensitivity, outcome measures, practice guidelines, electronic health record and evidence-based practice necessitates the need for ongoing training. Many providers have a contractual obligation to participate in identified trainings within 60 days of hire or when trainings become available. Some trainings are to be tracked on MSR/QSR:

- Cultural Competency Training – Minimum of four hours annual requirement for all staff. When an in-service is conducted, program shall keep on file a training agenda and a sign-in sheet for all those in attendance with sign-in/out times. For outside trainings, certificate of completion shall be kept on file at the program. Contractor shall maintain and submit a Cultural Competence Training Log annually.
- BHS Disaster Support Training e-learning access is available through the BHS Training and Technical Assistance website. A minimum of 25% of contracted staff need to be disaster trained.
- System of Care training e-learning access is available through the BHS Training and Technical Assistance website. All direct service staff shall complete e-learning about BHS System, CWS System, and Pathways to Well-being.
- Continuing Education Units (CEUs) -- Contractor shall require clinical staff to meet their licensing requirement. Other paraprofessional staff shall have a minimum of sixteen (16) hours of clinical training per year.
- Contractor shall attend trainings as specified in their Contract.
- CYF Contractor shall obtain training on the CYF mHOMS (DES) database, which captures outcome data, as well as the DCR System for FSP programs. Trainings are available through Child and Adolescent Services Research Center (CASRC) at: (http://www.casrc.org)
- Family and Youth Support Partners trainings are available through NAMI San Diego. Contact the Peer & Family Support Helpline at 1-800-523-5933.

The Quality Assurance Unit

The Quality Assurance Unit provides trainings and technical assistance on topics related to the provision of services in the Child, Youth & Family and the Adult/Older Adult Systems of Care.

Training and information is disseminated through:
- Basic Medi-Cal/County Standards Documentation Training
- Root Cause Analysis Training
- Cerner Community Behavioral Health Electronic Health Record User Trainings
- QM Specialized Trainings
- Regular QM Communications

Organizational Provider Operations Handbook
County of San Diego Health & Human Services Agency
[Appendix to Mental Health Plan and Incorporated by Reference into Provider Contracts]   O.1

Rev. 4/3/23

- Organizational Provider Operations Handbook
- Regular Provider Meetings
- TKC—The Knowledge Center

For information on upcoming trainings or in-services, or if you require technical assistance, please contact QA at: www.QIMatters.hhsa@sdcounty.ca.gov

Electronic Health Record Trainings

Various hands-on trainings are available for the Electronic Health Record in CCBH.

All clerical staff are required to attend CCBH Admin Data Entry training in order to have access to the system for entering data and pulling reports.

Any staff entering billing for services are required to attend CCBH Service Entry Training.

Specialized staff are required to attend CCBH Scheduler training in order to be able to enter staff into the scheduling system and to set appointments for clients.

All clinicians and all other qualified staff are required to have training in CCBH in order to complete assessments, client plans, and progress notes. Clinicians will also learn how Scheduler will work for their caseload.

Psychiatrists and nurses as well are required to have training in CCBH, specifically training on the Doctor's Home Page (DHP). In the Doctor's Homepage trainings, prescribers (MDs) and Clinical Support Staff (nurses) are trained to enter Medical Conditions Reviews (vitals, medical conditions, and allergies), pre-existing physical health medications, sample medications, on-site injectables, and over-the-counter medications. Additionally, in this training certain designated nurses are taught how to set up or stage medications and MD's trained to e-prescribe psychotropic medications to the client's pharmacy of choice, as well as to renew, edit, discontinue, void, and delete medications (as necessary).

Reports training is available for managers and staff who need to be able to access reports in the CCBH system.

Information about CCBH EHR trainings may be found on the Optum website under the "Quick Links" listing by clicking on the words "BHS Provider Resources" on the MHP Provider Documents page located on the Optum San Diego website at: https://www.optumsandiego.com

Organizational Provider Operations Handbook
County of San Diego Health & Human Services Agency
[Appendix to Mental Health Plan and Incorporated by Reference into Provider Contracts]   O.2

Rev. 4/3/23