

BHS Quality Improvement 8th Annual
Mental Health Providers Knowledge Forum

Q&A

August 24, 2021

Q: From Cal-AIM can we expect a big reduction in documentation time? and shift toward more direct service?

A: That is the goal of CalAIM, to reduce administrative time and shift to direct service.

Q: What if the person says they didn't get the APP notice in a timely manner and it's over the 10 days?

A: There are times when a client may be eligible for APP even though it has been more than 10 calendar days from the date the of the NOABD. For example, if the provider did **not** issue the NOABD in a timely manner the client would still qualify for the APP benefit.

Q: Is Optum available for non-SD county staff? Neither myself or my staff have formal logins and are all in attendance and would like this information. (Exodus Recovery, Inc. LA-based Quality Department)

A: Please contact Optum for further assistance. [Home \(optumsandiego.com\)](https://www.optumsandiego.com)

Q: Feedback from staff (and I would agree) is that writing the impairment section of notes is exceedingly difficult to not word the same or very similar, especially if there are multiple services provided on the same day. Even from week to week, the impairment being addressed don't change very much. It would be really great from avoiding perceived cloning and for saving time of busy staff/cumbersome of documentation and ensure the needed element of impairment is consistency included to avoid recoupment if the new system set to replace Cerner was able to link notes directly back to the client plan and allow clinicians to choose impairments being addressed that are being pulled directly from the client plan Area of Needs and select from a dropdown box versus this section being open ended narrative as it is currently.

A: Thank you, we will take that into consideration for Millennium

Q: Do we have any idea how many OD are suicides, or do we think they may be uncounted in that area as it isn't always easy to know? Same with car crashes and other "accidents".

A: The method of death data is shared in the Dashboard once all the quarterly information is available. "Overdose" deaths often take longer to investigate, as do some that are 'undetermined' initially and may end up on the CME suicide report later.

As of Q3 FY20-21, only two in our system of care were determined OD by Medication. In FY19-20, hanging was the lead method of suicide in our system of care. Firearms are the leading method of suicide death in the county overall.

Q: Was there an expected roll out date for Millennium?

A: The current expected go live date is July 2022, however this is subject to change.