

QM ... UP TO THE MINUTE February 2020



MENTAL HEALTH SERVICES



Knowledge Sharing

Serious Incident Report (SIR) Phone Line Protocol and Reporting

BHS Serious Incident Report Line: 619-584-3022. When calling in to report a Serious Incident, please include the following information:

- Name and phone number of caller
- Program Name
- Incident Date & Time of Incident
- Date program notified if different from incident date
- Description of serious incident, include client name and CCBH number
- Indicate if Level One or Level Two Serious Incident

Level One Serious Incident shall be reported to the BHS Serious Incident Report Line immediately upon knowledge of the incident, with faxed SIR within 24 hours, Level Two SIR faxed within 72 hours. The QM Confidential Fax for SIR: 619-236-1953.

If a client passes from natural causes, but this occurs on program premise, this still requires an SIR to be submitted to QM and it would be indicated as a Level One Serious Incident.

Client Plan QIP

A QIP (Quality Improvement Plan) will now be required when a program ends a shared or existing client plan when a client is open to another program.

- Before beginning a client plan in CCBH, program should determine if the client is open to another program within the same client plan family, if yes, both programs will share the same plan, **do not end** another program's client plan.
- When discharging or closing a client to your program, **do not end** a shared client plan, as this will cause disallowances for the program that remains open as there will be no valid client plan.
- If you are unable to consult with a program prior to creating a client plan or when closing a client to your program that has a shared client plan, email QIMatters and we will assist you with collaboration.

Optum Website Updates MHP Provider Documents

OPOH Tab

Section D:

- Optum Provider Line, link to Optum MHP Provider Documents for authorization requests added

Section G:

- New Medication Monitoring submission requirements
- SIR requirements for natural death occurrences on premises

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Evidence Based Practice (EBP) Indicator No Longer Required

- As of 2/14/2020 The use of the EBP Indicator for “Child Family Team Meeting” in the EBP/SS is no longer required to be included in the entry when documenting a CFT Meeting and will no longer be a mark out of compliance during medical record reviews for clients which are identified as PWB Subclass status.
- The use of **T – CFT Meeting** in the “Person Contacted” field will now be captured.
- The use of the Homework Completed and Homework Given selections will also not be indicated in the EBP fields. If you wish to capture this information do so in the narrative of the note.

Help Spread the Word!

- Did you know pregnant women seeking alcohol or drug services have priority admission to SUD programs?
- Please help us spread the word to clients and their supports that might benefit from this information!
- Those interested may contact the ACL line at (888) 724-7240 for referral assistance.

OPOH Updates

Section D:

- Crisis Residential Services updated to include Optum Provider Line Number for Crisis Residential Services Pre-Authorization
- Intensive Services/IHBS/TBS/TFC updated to include Optum Provider Line Number and link to Optum MHP Provider Documents to access authorization request forms

Section G:

- Updated to include the new Medication Monitoring submission requirements
- Updated to include information regarding client deaths that are a natural occurrence, that happen on a program’s premises require an SIR.

Management Information Systems (MIS)

MIS Reminder

MIS has had to exclude several users from CPPN or PN trainings recently. Please remember that clinical users need to complete either the Assessments training or the VO Assessments training **prior** to being able to take other trainings.

Cerner Reminder

- For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com . **Please do not call Cerner directly!**

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Training and Events

Documentation Training

- **CYF Documentation Training:** Wednesday **February 19, 2020** from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Ave, Room 120, San Diego 92123
- **Root Cause Analysis (RCA):** Friday **March 27, 2020** from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 124, San Diego CA 92123
 - registrations will be accepted via the QI Training Inbox (BHS-QITraining.HHSA@sdcounty.ca.gov).

QI Practicum

- **General Provider Practicum:** Thursday **March 5, 2020** from **1:00PM to 4:00PM**, County Operations Center, 5500 Overland Ave, Room 120, San Diego CA 92123

Other important information regarding training registrations

- Please be aware when registering for required or popular trainings, either with the County or a contracted trainer, there may be a waiting list.
- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account.
- When registered for a training, please be sure to cancel within 24 hours of the training if you are unable to attend. This allows those on the waitlist the opportunity to attend. Program Managers will be informed of no shows to the trainings.
- If registered for a training series, please be aware that attendance for all dates in the series are required to obtain certification, CEU's or credit for the training.
- When registering for a training, please include the name of your program manager.
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov