

SUD

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

County of San Diego Completes DMC-ODS Readiness Review with DHCS

- The Department of Health Care Services (DHCS) visited the County of San Diego BHS on March 20 & 21, 2018, to conduct a Readiness Review for implementation of the DMC-ODS
- The review went very well, and the BHS team is following up with recommendations

County Board of Supervisors Approves DMC-ODS Implementation

- The County Board of Supervisors voted unanimously March 27, 2018, to move ahead with the implementation of the DMC-ODS.
- Implementation is on track for July 1, 2018

Upcoming Residential Program Documentation & Authorization Process Webinar

- The SUD QM team and Optum have recorded a webinar for residential providers regarding documentation standards and the authorization process
- The webinar is currently in the process of being posted for “on demand” viewing
- An email with instructions on how to access will be sent as soon as the posted version is available, so please be on the lookout so you don’t miss this resource!

ASAM Discussion Groups in April

- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- April dates/times are: 4/16/18 at 10am, 4/18/18 at 2pm, and 4/27/18 at 2pm

ASAM Criteria-C Training Scheduled for Monday, April 23rd

- Registration is limited so register early at the following Eventbrite link:
<https://www.eventbrite.com/e/04-23-2018-asam-criteria-c-san-diego-registration-44654806729>
- If you register and are unable to attend, **please** cancel your registration to make room for any potential waitlist attendees.
- As a reminder, ASAM Criteria-A and ASAM Criteria-B trainings are available as free recorded webinars. If you have not previously completed these 2 trainings on-line or in person, please complete these trainings online prior to attending the live ASAM Criteria-C training.
- Complete details regarding these 3 ASAM trainings were emailed to all SUD providers on 4/6/18. Please refer to that email for more information, or contact QIMatters.HHSA@sdcounty.ca.gov for the email, if you did not receive it.

Title 22 Definition of Intake

- Per Title 22 regulations, a SUD “intake” is the same as an “admission.”
- The dates for intake and admission should be the same.
- A client’s first day of treatment is the intake / admission date.
- Programs billing DMC in the current SUD system of care are reminded to claim intake to Drug Medi-Cal as it is a billable service.

SanWITS Support Desk Update

- SanWITS Support Desk email address of ADS_Data.HHSA@sdcounty.ca.gov has changed to SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Please make sure all staff are aware of this change
- The support desk phone number will remain the same 619-584-5040
- SanWITS Support desk now has a toll free fax number **1-855-975-4724**
 - This was being created for those who do not have the capability to scan and email
 - Please use this fax for new user forms that need to be printed, signed and sent back to the Support desk

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Residential Program Documentation & Authorization Process Webinar

- The SUD QM team and Optum recorded a webinar for residential providers regarding documentation standards and the authorization process
- The webinar is available for “on demand” viewing via a webex link
- An email with instructions on how to access the webinar was sent to all SUD providers on 4/10/18, please email QIMatters.HHSA@sdcounty.ca.gov if you did not receive it

Reminder: Client Satisfaction Survey Data Due

- The annual client satisfaction survey designated 1-week survey period was 3/19 to 3/25/18
- Providers are to summarize the survey results on the county provided template and return copies of the surveys by 4/20/18
- If you have any questions, please contact QIMatters.HHSA@sdcounty.ca.gov

SanWITS Client Profile Change Requirement

- In the Client Profile Screen – the preferred language question is going to be a required question (yellow)
- Review all active clients and clients that have not been discharged to ensure this question has been answered prior to July 1, 2018

Referrals

- Please continue to monitor and resolve all pending referrals
- Referrals need to be completed in SanWITS before we start ODS
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS and SSRS Trainings

- Monthly training is offered for SSRS Reporting
- Monthly training for SanWITS will be offered in April 2018 but no training will be offered in May 2018
- ODS trainings will begin in June 2018
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov for information regarding resumed monthly SanWITS training and to schedule SSRS training

ATTENTION

Reminder—Serious Incident Reporting Phone Number

- Serious Incidents are reported to the QM SIR Line at **619-641-8800**.
- The old number 619-563-2781 from over 2 years ago is not a QM designated phone number and we will not be able to receive any messages left there.
- Immediately eliminate Serious Incident Reporting forms that do not include this phone number.



Knowledge Sharing

Grievance and Appeal Posters:

- When printing posters, make sure to adjust settings so the poster prints on 8 ½ x 14 paper to comply with the 12 point font regulations. The form automatically prints on 8 x 11 paper, which reduces the font size below required 12 point font.

Provider Directories available on the County of San Diego, Behavioral Health Services (BHS) webpage:

- The BHS Organizational Provider Directory is updated every quarter and most current update is on BHS website <https://www.sandiegocounty.gov/hhsa/programs/bhs/> Fee-For-Service Listing in English/Spanish is also on this webpage.
- Past directories will be removed from Optum website. Utilize BHS or Network of Care websites <http://sandiego.networkofcare.org/mh/index.aspx> for most current list of providers.
- Providers shall inform beneficiaries at admission that the BHS Provider Directory is available to them free of charge and upon request. Providers are required to provide the directory within 5 business days of request.

Client Plan

- When a client discharges from your program, update the client plan (CP) status by indicating if tiers have been resolved, etc. END the client plan upon discharge.
- Exception to this would be if client continues to be open at another program and the CP is shared. In this case, update the status for your program specific tiers, but do not end the plan.
- Client signature is not necessary for ending CP for discharge purposes.

RegOnline

- RegOnline (CCBH registration) and the Registration Guide have been updated for START programs. These programs now have a separate training track which will help determine which class (es) to take depending upon whether a START clinician is searching and registering clients and completing assessments or is only completing an assessment but not registering clients.
- Nursing staff who will be staging medications for prescribers should also register for Doctor's Homepage.

BHS QM MH Team Welcomes Dave McClure, RN-BC

- Dave joins the BHS QM MH team as a new Quality Management Specialist.
- He comes to us with wealth of experience in working with the adult mental health population. Most recently, Dave facilitated the launch of a Crisis Stabilization Unit at Palomar Hospital.
- Please join us in welcoming Dave to the BHS QM MH team!
- You can find him at Philip.McClure@sdcounty.ca.gov

Pathways to Wellbeing (PWB) Reminders

- The NEW **Pathways to Well-Being: Core Practice Model and Continuum of Care Reform (CCR)** overview training has four remaining dates between March and June. The registration has been low and it is important that direct staff and Program Managers attend the training. BHETA Training Schedule is available on the BHETA website. The course meets qualification for 7 hours of CEUs. This training differs from past PWB Trainings by incorporating Probation, focusing on CCR and its impact on service delivery, and addressing how the Core Practice Model and CCR intersect. If staff are experiencing difficulties in the registration process, PWB liaisons are available to assist.
- Remember to disseminate emailed PWB announcements, bulletins, forms, and training schedules to your clinical and quality control staff. Please note that PWB has a new Office Assistant, Pamela Robertson who will continue to disseminate PWB information via e-mail.

- PWB related bulletins, forms, explanation sheets, training material and announcements along with contact information for PWB Liaisons is available on the BHETA website:
<https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Management Information System (MIS) Reminders

ARF Training

- The PowerPoint and tips sheet from the ARF training are on the Optum RegOnline site under Downloadable Forms.
- Watch PowerPoint and use tips sheets to avoid rejected ARFs.

Reminder

- CCBH users must use their CCBH account regularly. If lapse of >90 days occurs, access to CCBH will terminate. Additional paperwork, and potential training/review, will be required before access is restored. Users will receive 60 day notification prior to access termination. Take appropriate steps to avoid losing CCBH access.

Training and Events

Root Cause Analysis (RCA) Training

- Tuesday, April 17th, 9 a.m. to 12 p.m.

Adult Documentation Training

- Thursday, May 17th, 1:00 p.m. to 4:00 p.m.
- Both trainings will be held at **2-1-1 Connections Center**, 3860 Calle Fortunada, Suite 101, and San Diego, CA 92123.
- Once the e-mail announcement is sent out, register at BHS-QITraining.HHSA@sdcounty.ca.gov
- If you cannot attend, cancel registration via email provided above to allow those waitlisted to attend.



Quality Improvement Partners (QIP) Meeting

- Next meeting on Tuesday, April 24, from 2:30-4:30 pm, at 3851 Rosecrans, San Diego, 92110, San Diego Room. Look for an email reminder that includes a call-in number for a teleconferencing option.
- Please send any questions and/or comments to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov

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@sdcountv.ca.gov