

# QI... Up to the Minute October 2016



## Substance Use Disorders

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

### Quarterly SanWITS Users Group Meeting

- Please join us for the next Quarterly SanWITS Users Group Meeting
- Date/Time: October 25, 2016, 1:00 p.m.-3:30 p.m.
- Location: Behavioral Health Administration – La Jolla Room  
3255 Camino Del Rio South, San Diego, CA 92108
- If you would like to have items added to the agenda, please contact Cynthia Emerson at [cynthia.emerson@sdcounty.ca.gov](mailto:cynthia.emerson@sdcounty.ca.gov).

## ANNOUNCEMENTS

### ICD 10 Updates

- Several new ICD 10 Code updates have been added to the CCBH system effective 10/01/2016.
- Please refer to the QM memo sent on 09/30/2016 for details (see Recently Added to the Optum Website section).

### Trauma Information Text

- A help text box has been added to the BHA for the trauma question delineating what constitutes as a trauma per SAMHSA.

### FY 15/16 Medication Monitoring Results

- For both CYF and A/OA SOC
  - 100% of programs that report on Medication Monitoring submitted reports.
  - 2% of A/OA open charts and 7% of CYF open charts were reviewed.
  - Majority of variances are in the area of labs (2b-f) and informed consent (6).
  - For A/OA only, there has been a steady increase in variances for:
    - Multiple of each chemical class concurrently (4);
    - Diagnosis in concordance with prescribed medication (7);
    - Documentation of rationale for long-term use of BZD medication (11).

### Medication Monitoring Minimum Requirement

- Programs are required to review 1% of their active medication caseload each quarter, with a minimum of one chart reviewed.
- Section G of the OPOH is currently being revised to provide more clarification.

### My Safety Plan

- My Safety Plan will be available in all threshold languages on the Optum website under the UCRM tab. Look for it soon!

### Recently Added to the Optum Website

#### Organizational Providers Public Documents

- [Communications Tab](#): QM MEMO – ICD Codes Updates 9 30 16.docx
- [Manuals Tab](#): Medi-Cal manual ICC IHBS TFC 9-22-16.pdf
- [References Tab](#): Prof License Waiver Requirements DHCS.pdf
- [References Tab](#): ICD 10 Crosswalk version 2.1 9.29.16 with V Codes.xlsx
- [References Tab](#): New Program Orientation – QI Checklist Rev 10 01 16.docx
- [UCRM Tab](#): Abbreviation List – BHS Version Final 10 15 16.pdf

#### CCBH (formerly Anasazi) Secure Documents

- [Manuals Tab](#): Financial Eligibility and Billing Manual 9 21 2016.pdf

### **QM Staffing Update**

- We are pleased to announce the addition of a new QM Specialist to our team:
  - Casie Johnson-Taylor, LMFT, comes to us from San Diego Youth Services.

### **Reminder: Risk Factors**

- Programs are reminded of the importance of reviewing risk factors with each client at each visit.
- HRA and HRI are current tools that can assist in evaluating risk factors.

### **Reminder: NOA-E**

- Programs are reminded that the NOA-E is required.
- It is program's responsibility to track NOA-E.

### **Reminder: Substance Abuse in BHA**

- Programs are reminded to ensure that all fields in the Substance Abuse section are filled out at initial assessment and updated as clinically indicated and (at minimum) with annual update.
- If a field(s) is "unknown," program will need to document in the comment box why it is unknown (e.g., client refused).

### **Reminder: Spelling Errors and Abbreviations**

- Programs are reminded to ensure all documentation is legible with minimal spelling errors/typos.
- Programs are reminded to use only County approved abbreviations in documentation.
- A new updated Abbreviations list can be found on the Optum website (see Recently Added to the Optum Website section).

### **Performance Improvement Team (PIT) updates:**

- The Department of Health Care Services (DHCS) requires that the Mental Health Consumer Perception Survey (the YSS for Children's Programs and the MHSIP for Adult/Older Adult Programs) be administered twice annually.
  - The next survey period will take place from Monday, November 14, through Friday, November 18, 2016.
  - The Research Centers (CASRC and HSRC) are in the process of contacting your programs regarding the pick-up of the survey materials. Please respond to the request as soon as you are contacted by the Research Centers in order to expedite the process.
  - If you feel that your program should be included in the State Survey and you have not been contacted yet, please email [BHSQIPOG@sdcounty.ca.gov](mailto:BHSQIPOG@sdcounty.ca.gov) as soon as possible.

### **Management Information Systems (MIS) Updates:**

- We have a new process in filing/handling ARFs. To make it more efficient, please:
  - Scan and email all forms for one person together.
  - Send paperwork for only one person in each fax/email. Please do not send multiple staff in one bundle.
  - For accurate identification, a Middle Initial for each staff is now required on the ARF.
    - There will be a grace period before ARFs are returned for this addition, but we may contact you for the information, if needed.
    - If the staff does not have a middle initial, please indicate this in the Comments box until we have revised the ARF form to allow "no middle initial" in that field.
- Do you know your Legal Entity Number?
  - The numbers in parentheses behind your name in Staff Maintenance and printed Progress Notes is your Legal Entity number!

### **Pathways to Well-being Updates:**

- A bulletin was distributed to BHS providers on 9/23/16 regarding a new procedure which explains entering an end date in Client Category Maintenance (CCM) at discharge. This protocol began on 10/1/16. A copy of the bulletin can be found on the Pathways to Well-Being website at <https://theacademy.sdsu.edu/programs/bheta/pathways/>.

## TRAININGS and EVENTS

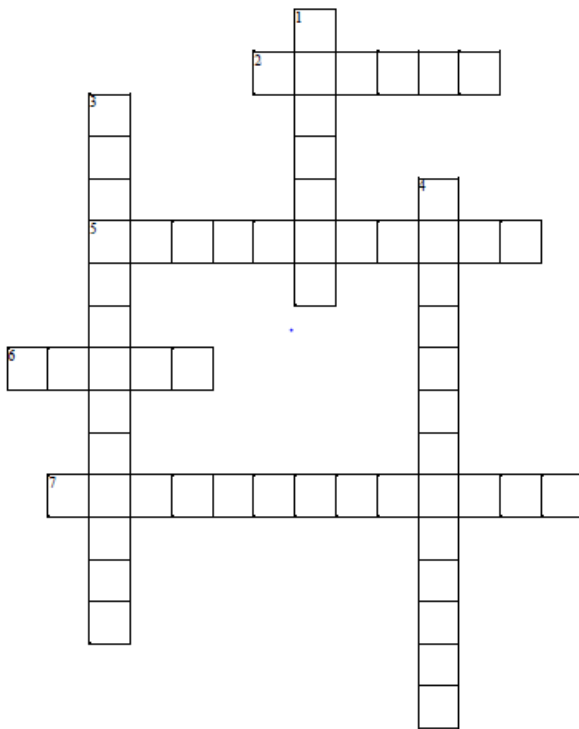
### Documentation Trainings

- All documentation trainings will now be held at the 2-1-1 Connections Center:
  - 3860 Calle Fortunada, Suite 101, San Diego, CA 92123
- Upcoming Documentation Trainings
  - Children's Day Treatment Providers Documentation Training
    - Date/Time: October 21, 2016, 9:00 a.m.-12:00 p.m.
  - Children's Documentation Training (**Training is full**)
    - Date/Time: October 24, 2016, 9:00 a.m.-12:00 p.m.
- To register, please email Linda Oliver at [Linda.Oliver@sdcounty.ca.gov](mailto:Linda.Oliver@sdcounty.ca.gov)

### Quality Improvement Partners Meeting (formerly Clinical User Group)

- Focuses on systems integration and problem solving about issues/trends in our system of care.
- This meeting should be attended by program managers or their designee. Legal entities are also welcome to send a quality improvement representative to this meeting.
- The meeting will be held on the 4<sup>th</sup> Tuesday of the month from 2:30-4:30 p.m. **Next meeting is October 25, 2016.**
- Look for an email reminder (that includes a call-in number for a teleconferencing option) to come out shortly before each meeting.
- Location: 3851 Rosecrans St., San Diego, CA 92110 in the San Diego Room.

### Are you "Up To The Minute"?



#### Across

2. Question that now has help text box in BHA.
5. HRAs and HRIs are tools that can assist in evaluating these (2 words).
6. DHCS requires that MH Consumer Perception Survey be administered \_\_\_ annually.
7. For accurate identification \_\_\_ (2 words) is now required for the ARF.

#### Down

1. Who's responsible for tracking NOA-E?
3. Programs should only use County approved \_\_\_ in documentation.
4. What trainings will now only be held at 2-1-1 Connections Center?

Last Month's Answer Key:

Across	Down
4. revise	1. sequential
6. frequency	2. program
7. transportation	3. duration
8. cloning	5. DMC-ODS

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

Keep them Up to the Minute!

And remember to send all personnel contact updates to

**[QIMatters.hsa@sdcounty.ca.gov](mailto:QIMatters.hsa@sdcounty.ca.gov)**