

MAY 2016



QI... UP TO THE MINUTE

AOD

ALCOHOL AND OTHER DRUGS

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

Initial Screening/Intake Form

- The Initial Screening/Intake Form and Instructions have been updated.
- The questions, “Are you on Medically Assisted Treatment (MAT)?” and “Where do you obtain this medication?” have been added to the Personal Information section.
- Please refer to e-mail communication sent on 5/12/16 via Linda Oliver for attachments.
- The updated forms can also be found on the Optum website.

AOD and Mental Health Programs

Help Spread the Word!

Did you know that pregnant women seeking alcohol or drug services have priority admission to AOD programs?

Please help us spread the word to the clients and their supports that might benefit from this information!

Those interested may contact the ACL line at (888) 724-7240 for referral assistance.

ANNOUNCEMENTS

Quick Tip for Locating Recent Uploads to the Optum Website

- The Optum website has valuable information for providers, most of which is located in the “Organizational Provider Public Documents” and in the “CCBH (formerly Anasazi) Secure Documents” sections (the latter requires staff to log in for access).
- In both sections, there is a “date” column on the right which lists the date each item was uploaded to the site.
- If you click on the arrows at the top right of that date column, you can organize the documents. Select the option that lists most recent postings first and you’ll easily find the newest uploads to the website!

Annual QI Knowledge Forum

- Please join the BHS Quality Improvement Team (QM, MIS, PIT) for a morning of knowledge sharing and important updates for the Mental Health System of Care.
- The forum will cover topics such as system-wide performance data, operational process changes, DHCS updates, medical record review results, documentation and billing standards, compliance and other issues related to quality management, managing information, and data reporting.
- The forum is intended for program management and QM/QA staff.
- The forum will take place on Tuesday, July 12, 2016, from 9:00 a.m. to 1:00 p.m. at the Scottish Rite Event Center, 1895 Camino del Rio South, San Diego, 92108.
- No RSVP is required.

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Recently Added to the Optum Website

Organizational Providers Public Documents

- [Communications Tab](#): QM Memo – Day Tx Program – Updated Standards 5.1.16.docx
- [Communications Tab](#): QI MIS Memo – CCBH Outside of the Office Updated.docx
- [Communications Tab](#): QM Memo – Deactivation of Two Z-Codes 04 22 16.pdf
- [Forms Tab](#): Cerner Void Replace Service Form BLANK 4.19.2016.xlsm
- [Forms Tab](#): Denial Codes State.pdf
- [OPOH Tab](#): 035 - Appendix D – A.D.01 – 72-Hour Post Discharge Log – 03-23-16.pdf
- [OPOH Tab](#): 11 – Section H – Cultural Competency – 05 06 16.pdf
- [OPOH Tab](#): 06 – Section C– Accessing Services – 05-10-16.pdf
- [OPOH Tab](#): 080 - Appendix G – A.G.04 – Med Mon Screening Tool – Child Adolescent – 04-01-16.pdf
- [OPOH Tab](#): 091 - Appendix G – A.G.014 – Med Mon Submission Form – Childrens-04-01-16
- [UCRM Tab](#): 7.1a Informed Consent for use of Psychotropic Medications English 04 30 16.docx

CCBH (formerly Anasazi) Secure Documents

- [Manuals Tab](#): Non-Final Approved Progress Note Report.pdf



Use of CCBH Outside the Office

- A reminder to programs to take appropriate action to ensure client data is protected when CCBH is used outside of that office.
- Additionally, staff must also adhere to the standards set forth in the County's Summary of Policies and must ensure the privacy and security of client data at all times.
- See QM Memo from AnnLouise Conlow dated May 9, 2016, for more information.
- For additional information or questions, contact Patricia Madison at patricia.madison@sdcounty.ca.gov.

Pathways to Well-Being: Identifying the Assigned Protective Services Worker

- To determine eligibility for Pathways to Well-Being (PWB), providers must determine if a client has an open Child Welfare Services (CWS) case.
- Providers can call **(858) 694-5191** to identify the current assigned Protective Services Worker (PSW).
- When calling, state "I am calling to obtain the name and telephone number of the assigned worker for (youth name)." You may be asked to provide the client's date of birth and mother and/or father of the client.
- Since this is a general CWS line that handles all community inquiries, the information that can be provided is limited to a PSW's name and telephone number.
- When calling, please refrain from using terms such as "Pathways to Well-Being" or "Eligibility" in order to limit confusion by the clerical staff answering the phone.
- For questions or more information, contact Amanda Lance-Sexton, LMFT, in the Pathways to Well-Being unit at (619) 563-2722.

QM Staffing Updates

- We are pleased to announce the addition of four new QM Specialists to our team:
 - Heather Parson, LMFT, comes to us from New Alternatives.
 - Phuong Quach, Psy.D, LMFT, comes to us from Optum.
 - Rhiannon Tobin, LMFT, comes to us from working in the Los Angeles County system of care.
 - Danielle Rhinesmith, LMFT, comes to use from New Alternatives.
- New QM Supervisor – Tim Tormey, Psy.D, LMFT, has been promoted to QM Supervisor.
- We're excited about these changes to the team and look forward to working collaboratively with all of you!

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And now... you're up to the minute!!!

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Mental Health Outcomes Management System (mHOMS)

- You are invited to attend a transition training session to introduce you to the mHOMS – an enhanced version with the same accessibility and user-friendly interface as HOMS.
- New features will allow you to securely enter and view client data to aid in treatment planning and recovery.
- Tailored trainings are available for specific program types to assist with a smooth transition to mHOMS on July 1, 2016.
 - PEI Programs – June 9, 2016, 9:30 - 11:30 a.m.
June 16, 2016, 1:00 - 3:00 p.m.
- (PEI programs, please note that the new State PEI requirements will also be discussed at the sessions.)
- Trainings are located at the County BHS Administration Building at 3255 Camino del Rio South, 92108.
- Contact Linda Oliver at Linda.Oliver@sdcounty.ca.gov to register. Seats are limited!

Quality Improvement Partners Meeting (formerly Clinical User Group)

- As discussed in the last Clinical User Group meeting, the focus of this meeting will now be broader themes, including quality management issues, performance improvement metrics, and use of technology (CCBH).
- This new focus will allow for 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 4th Tuesday of the month from 2:30 to 4:30 p.m. in the La Jolla Room of the BHS Administration office.
- Look for an email reminder (that includes a call-in number for a teleconferencing option) to come out shortly before each meeting.

Informed Consent for Use of Psychotropic Medication Form

- This form has been updated. It can be completed by a Medical Practitioner, which includes a Physician and Nurse Practitioner.
- The updated forms and instructions have been posted on the Optum website.
- Coming soon – a revised form as a result of the DHCS MHP Audit.

Core Client Information (CCI) Guidelines

- Due to the number of reported duplicate client records entered into the CCBH, these guidelines will provide procedures to reduce and eliminate the number of duplicate clients in the system.
- Searching for clients, **before** adding a new client – make sure to follow these guidelines:
 - In client search, enter LAST NAME, FIRST NAME, date of birth (check spelling and in ALL CAPS).
 - If client is found with that name, double check SSN.
 - If no name was found, “clear” search panel and search by SSN.
 - Still no name found, “clear” and search by Alias.
 - If match found, open the Demographic form on client and double check DOB, address, SSN.
 - Check 3rd Party information to see if client has the same Medi-Cal (BIC, CIN) number.
- If no clients are found, make sure to follow these guidelines when adding new clients:
 - Client names with prefixes such as, d', D', Del, Mac, Mc, the name should be entered without spaces (LAST NAME, FIRST NAME) – e.g., Apple D'licious should be entered as: DLICIOUS, APPLE.
 - Client names that are hyphenated or have another prefix before it such as, Super-human or Spider Person; ignore the hyphen or space and enter the name without spaces – e.g., Awesome Super-Human should be entered as SUPERHUMAN, AWESOME.
 - When names are hyphenated or have another prefix such as Super-Human, it is important to enter the names into the Alias section to help facilitate future searches – e.g., Awesome Super-Human should be entered as an alias as HUMAN, AWESOME and also as SUPER, AWESOME.

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- If it is unclear which is the first name or the last name, enter the other position of names in Alias – e.g., Bubble Gum entered into CCI as GUM, BUBBLE may be entered into Alias as BUBBLE, GUM.

Reminder: Doctor's Homepage (DHP)

- The DHP allows medical conditions (e.g., medication/substance allergies, vital signs, physical health conditions) and medications to be easily viewed on the Clinician's Homepage (CHP).
- Prescriptions (including pre-existing medications, new prescriptions, medical orders and client instructions) that are entered via DHP are queried through a database called Multum to check for contraindications for medication and medical conditions/allergies.
- With the safety features, useful information, and easily visible medication and medical data available for all who have access to the client chart, use of the DHP is required for all programs in the System of Care who are utilizing the clinical module of CCBH (unless they've received an exception from County QM). If there are any questions, comments or concerns, please contact MIS Manager, AnnLouise Conlow at AnnLouise.Conlow@sdcounty.ca.gov.

Reminder: Recorded Webinar Sessions for Documentation Training Are Available!

- Do you have new staff that needs Documentation Training? Or staff who would benefit from a review of documentation standards?
- There are recorded webinar sessions available for "on-demand" viewing.
- Webinar content is the same as the content covered in "live" classroom sessions.
- Watch once or numerous times at your convenience!
- Program Managers: Email QI Matters to request a personalized link. Indicate if you are requesting links for the Adult or Children's version of the webinars.

BILLING

Non-Final Approved Progress Note Report

- The Non-Final Approved Progress Note Report is a simple and effective way to identify **all types** of progress notes that have not been final approved. The report will generate all progress notes with the staff ID listed in either of the signature lines with "Yes" or "No" selected, but not "N/A."
- The report should be generated on a daily basis by clinical staff who enter and/or co-sign progress notes.
- Please note: This report is constrained by staff access, meaning if clinical staff does not have access to view the client (including 7+ days after the close date of assignment), that client will not populate into their report.
- To generate the report:
 - Access the report via "Quick View" or on the menu toolbar (ATP Reports -> Non-Final Approved Progress Note Report).
 - On "Selection," enter your staff ID in the "Staff Signature" field and a progress note date range (the previous two-week range is recommended).
 - On "Sort/Subtotal/Title," be sure to check the next to "Print the Detail" and select "Print."
- All notes that appear on this report will need to be final approved.

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.hhsa@sdcounty.ca.gov