7th Annual Mental Health Providers Knowledge Forum
9/22/20

Q&A

Q: Regarding the signatures on the client plan, are we voiding signatures due to unable to see client and/or parent face to face due to pandemic?
A: During the pandemic, client plan signatures are not required if there is documentation of verbal consent to the plan. Requirement for signatures will resume once the pandemic ends.

Q: Is a paper signature page indicating verbal consent necessary if it's documented in the client plan?
A: No, a hard copy signature is not required during this time if there is documentation of verbal consent.

Q: What is the recommendation for providing clients with materials related to grievances/appeals when the client has not been in the clinic or during field based services?
A: Handouts and envelopes can be mailed to the client's home. In addition, staff can plan to have copies on hand to provide the client when/if the client asks. Or Case Managers can drop off at the client' home, even if the service is not in person, depending on the program type. JFS also has digital versions that can be emailed to the client on their website at: www.jfssd.org/patientadvocacy Programs can also refer to the CCHEA website for additional information: https://www.lassd.org/about/what-cchea

Q: Does a grievance have to be in writing, or can it be verbal?
A: The grievance can be either in writing or verbal.

Q: How often should my staff update their information in the SOC app?
A: Staff should update as often as they can to ensure the information in the SOC is current, such as cultural competency hours, contact information, caseload, licensure, etc. The NACT is now yearly but the information should be regularly updated prior to the next due date which is April 2021.

Q: Is updating the SOC application in addition to having access to OPTUM website?
A: When you register for the website, you'll be able to access the secure part of the website which hosts the SOC link. If you don't register, you'll only have access to public documents.

Q: Would it be possible to have the surveys sent to supervisors of the students as well?
A: Surveys are mapped to a specific course, instructor, and date, so the best way to provide general feedback would be via email to either QIMatters.HHSA@sdcounty.ca.gov or sdu_sdtraining@optum.com. If you are able to isolate the feedback to a specific course, instructor, and date, this survey link is available: https://www.surveymonkey.com/r/CCBHVirtualTraining. Survey links are provided to attendees upon successful class completion, so to fulfill this request, the training department would need the email address of each attendee's supervisor. Although program manager email" is already collected within RegPack during the training registration process, that is not necessarily the supervisor. In fact, many programs enter the email of the administrative assistant who registers staff for training so that he or she is copied on the confirmation email. To ensure the training department has accurate supervisor email addresses, a required "supervisor email" field would need to be added to RegPack. If there is a strong desire that the trainers CC

supervisors when the survey link is provided to attendees, please pass that along so that we can explore implementing the change.

Q: It looks like live training was more time efficient for trainers and had better outcomes for trainees... is there an option to go back to recorded trainings for staff to act as a hybrid of the distance learning and live learning?

A: Of the 8 CCBH classes that are taught, 5 now have video tutorials which include an orientation to the training and demonstrate successful completion of the practice exercises. In June, two videos launched: Client Plans and Progress Notes, and Progress Notes. In July, the Assessment video launched. In September, the Crisis House Assessments video launched. In October, the Doctor's Homepage video will launch (it has already been uploaded to the Optum website). The videos are located under the "Training" tab at: https://optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/orgpublicdocs.html

Video tutorials for Admin Data Entry, Service Entry, and Scheduler will be created and launch by the end of the calendar year if all goes according to plan.

Q: Is there any consideration for going back to in person trainings or using zoom/a more interactive training for CCBH in the future. We have received feedback that the current model isn't working as well.

A: There are currently no plans to return to in-person training. One-hour trainer-led WebEx orientations and practice exercise demonstrations launched on May 14. Once a video tutorial for a specific course became available, the WebEx orientation was retired because the video tutorial included the same content as the WebEx, plus it allowed pause/rewind and closed captioning, features which are not available through WebEx. Additionally, the video tutorials can be viewed on demand, increasing attendee flexibility, as opposed to requiring them to be on their computer from 9-10am.

Related to the previous question above, one-hour trainer-led WebEx orientations and practice exercise demonstrations remain for Admin Data Entry, Service Entry, and Scheduler, and they will continue to be offered until replaced by video tutorials.

Q: Is there some way that programs can give input on what has been most helpful regarding the training options?

A: If you would like to provide input, you can start be reaching out to QIMatters and the appropriate parties can be involved as necessary.

Q: Is the ASJ required for ALL MH programs or only those circumstances that the client is self-referred?

A: Some programs are exempt and would suggest reaching out to your COR for further direction.

Q: Will the SAI be included in the MIS 38 report?

A: Currently this is not included but can be looked at as an option.

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Q: For the MIS-20, I might have missed this, but is this only tracking progress notes with billable services attached? Or can it track final approved progress notes over 14 days, but with non-billable services attached?

A: In the past non-billable notes were tracked, however as these do not affect revenue and billing these have been removed from the report. The report only captures those billable services.

Q: Who should a program manager contact if they have not been receiving any MIS Accountability Reports?

A: You can contact your COR.