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Welcome Jessica Diaz, New Program Manager for ASOC!

SERIES: Timeliness of Notes for Specialty Mental Health Services

- In the September 2021 edition of QM Corner, we reviewed what constitutes a “timely” progress note and reviewed regulations outlined in the Clinical Documentation Manual for progress note timeliness.
- From June 1, 2021 to August 30, 2021 (06/01/21 – 08/30/21) close to a quarter (23%) of all progress notes without a required co-signature and completed in Clinician’s Gateway were finalized after 3 business days. That’s a lot!
- This month, we will be introducing training materials that help identify the importance of writing progress notes on time. November’s QM Corner will include information about ways to identify barriers to completing notes on time. December’s QM Corner will include information about finding solutions to those barriers in effort to provide clinicians with tangible ways to reduce the stress associated with completing notes.
- If you have ideas about barriers or solutions to completing notes on time that you would like to share with us, please write us at the QM email listed at the end of this newsletter.
- One of the most important reasons for timely documentation is for documenting clinical quality care and to prevent fraud, waste, and abuse of claiming for Specialty Mental Health Services.
- SOMETHING TO THINK ABOUT: Some counties use a “sunup to sundown” documentation requirement, meaning that all documentation gets completed the same day service was provided. Most counties won’t allow claiming for a service if the documentation is not completed within 14 days from the date of service.
- Did you know that you cannot submit a service for claiming unless the documentation is completed in its final form? This is a program integrity and billing standard across all county mental health plans.

WRITING NOTES

WRITING NOTES ON TIME HELPS THE CLIENT

- TRACK PROGRESS TOWARDS GOALS AND OUTCOMES
- SUPPORTS CLIENTS FROM REPEATING INFORMATION TO OTHER SERVICE PROVIDERS
- ALIGNS TREATMENT CONCEPTUALIZATION
- PROVIDES A RECORD OF INTERVENTIONS TO GUIDE FUTURE TREATMENT

- Writing notes on time helps the client by providing a means for the clinician and treatment team to track the client's progress towards goals and outcomes.
- Progress notes are an integral tool for the client's treatment team to stay current on updates pertaining to the client. Notes completed on time remove the possible burden from the client of having to repeat the same information to different providers.
- Progress notes help treatment team members align their conceptualizations of treatment and guide future interventions. If you have information that is entered into the clinical record a month late, other service providers may have wasted time by repeating the same interventions without knowing that they have already been provided.

WRITING NOTES

WRITING NOTES ON TIME HELPS YOU

- EASIER TO FINISH
- MORE ACCURATE
- SYNTHESIZE AND CONCEPTUALIZE WHAT HAPPENED IN SESSION
- IF IT'S NOT DOCUMENTED, IT DIDN'T HAPPEN
- THE QUALITY OF THE CASE RECORD REFLECTS THE QUALITY OF THE CARE DELIVERED

- Writing notes on time also will help you in several ways.
- Notes that are completed closer to the date of service are more accurate than late notes (**Find source to verify).
- Notes are also easier to write when they are completed closer to the date of service because the service and response that occurred is easier to recall.
- Notes can help you synthesize what happened during the session and lead to enhanced case conceptualization.

Access Updates

- Reminder to send therapy referrals to BHRSAccessPublic@marincounty.org
- Send your therapy authorization requests to BHRSTherapyAuth@marincounty.org
- Send SUD Residential Authorizations to BHRSAuthSUS@marincounty.org
- The newest members to our team are Hillary Swanson, LMFT and Kenny Rodriguez Trujillo, Peer Support Counselor II
- The Access Team is currently recruiting for two positions: 1. Access Unit Supervisor and 2. Support Services Worker II – Bilingual. Check it out.

BHRS Training Updates

The next BHRS Documentation Training will be held on Tuesday, November 30, 2021 from 2-4PM. Please register in advance by emailing BHRSQM@marincounty.org.

- Follow the link to view the most up to date version of the clinical documentation guide for reference: <https://www.marinhhs.org/clinical-documentation-guide>

How to Reach Us

BHRS ACCESS Team: BHRSAccessPublic@marincounty.org

BHRS ACCESS Supervisor: BHRSAccessSupervisor@marincounty.org

BHRS QM General: BHRSQM@marincounty.org

BHRS SUS Residential Care Authorization: BHRSAuthSUS@marincounty.org

MHP Inpatient Care Authorization: BHRSQMPublic@marincounty.org

BHRS Electronic Health Record (EHR) Team: BHRSEHR@marincounty.org

BHRS Admin. Team: BHRAdmin@marincounty.org

BHRS Adult System of Care welcomes Jessica Diaz, LCSW, Program Manager

On September 20, 2021, Jessica assumed the position of Program Manager for the Adult System of Care (ASOC). Jessica will oversee the Case Management and Full-Service Partnership Programs along with other duties. Jessica brings a wealth of experience and knowledge to her new role having previously served as the Unit Supervisor for the Access Team. Congratulations Jessica!