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BHRS Policies

BHRS policies are posted on the intranet here: [BHRS Policies | MARIN COUNTY BHRS](#) (contracted providers can request copy of BHRS policy by sending email to BHRSQM@marincounty.org). Below are some of the revised/new BHRS policies. Policies have an attached checklist to review what revisions have been made from previous version.

Policy Name	Policy Number	Effective Date
Telehealth Services	BHRS 84	01/24/2022
Network Adequacy Monitoring	BHRS-44	01/12/2022
Timely Access of Service	BHRS-46	01/10/2022
Serious Incident Reporting	BHRS-06	01/03/2022
Out of Network Access	BHRS-45	12/31/2021
Physical Accessibility of Services	BHRS-43	12/31/2021
Use of Electronic Health Records	BHRS 81	12/31/2021
Marin WITS Electronic Signature Policy	BHRS-SUS-08	12/31/2021

- BHRS has new Telehealth Services policy to provide staff guidance on the appropriate use of Telehealth services to help support the continuity of essential mental health and substance use treatment services for BHRS clients. This guidance will provide clarity on the appropriate tools for Telehealth, as well as the procedures for proper documentation and billing practices. [BHRS - 84 Telehealth.pdf \(marin.ca.us\)](#)

Substance Use Services Redesign

As part of CalAIM, DHCS is proposing to streamline clinical documentation requirements for DMC-ODS and Specialty Mental Health Services. DHCS has issued a draft Information Notice highlighting some of the proposed changes. BHRS will be updating Clinical Documentation manuals and providing training prior to implementation in July 2022. The draft Information Notice can be accessed here: [Draft DHCS IN on Documentation Requirements](#).

DMC-ODS Renewal

Please remember to review the DHCS Information Notice on the [DMC-ODS Requirements for 2022 – 2026](#). The information notice includes important policy updates, including information on criteria for services and covered services. Please reach out to your contract manager with any questions.

POQI Results

POQI : Jun-21				Youth & Family (N=22)			
Adult (N=260)	Positive	Neutral	Negative		Positive	Neutral	Negative
General Satisfaction	86.3%	8.5%	5.3%	General Satisfaction	72.7%	9.1%	18.2%
Perception of Access	84.3%	10.1%	5.6%	Perception of Access	71.6%	14.7%	13.7%
Quality & Appropriateness	82.2%	12.5%	5.3%	Quality & Appropriateness	84.0%	7.6%	8.4%
Participation in Tx Planning	81.4%	13.6%	5.1%	Participation in Tx Planning	71.0%	16.1%	12.9%
Outcome of Services	76.5%	17.9%	5.7%	Outcome of Services	60.2%	18.2%	21.6%
Functioning	77.7%	16.9%	5.4%	Functioning	61.8%	11.8%	26.5%
Social Connectedness	78.0%	17.4%	4.6%	Social Connectedness	66.2%	22.5%	11.3%

- Adult and Older Adult Survey Findings (N=260):
 - The Overall General Positive Satisfaction Rate was 86.3%
 - The areas of greatest concern (≥10% of negative response rate) are around the following items: 'Complaints were respected', 'Being informed of side effects', and 'Reduction of symptoms'.
- Youth and Family Survey Findings (N=22):
 - The Overall General Positive Satisfaction Rate was 72.7%.
 - The areas of greatest concern (≥23% of negative response rate) are around the following items: 'Able to get help when wanted', 'Able to handle problems better', and 'Get along better with family'.

EQRO Findings

The External Quality Review Organization (EQRO) completed their annual review of the Marin Mental Health Plan on December 1-2, 2021. They were impressed with the County's efforts and accomplishments over the last year and provided us with feedback on our Strengths and Opportunities for Improvement. Great job to everyone and keep up the good work, it is not going unnoticed!

The EQRO identified the following Strengths

1. The MHP is customer-service minded. There is a focus on developing a culture that provides equitable, culturally-responsive, and trauma-informed services. (Access)
2. BHRS featured an updated informative, integrated website that is more client and caregiver-focused and was responsive to the feedback of stakeholders. (Access)
3. Staff and providers of the MHP are discerning and have been communicative regarding changing presentation and greater needs of beneficiaries. (Quality)
4. The MHP has developed an urgent psychiatry process for beneficiaries who have urgent needs based on Access assessment. (Timeliness)
5. Integration of mental health and substance use services is a priority for BHRS. Resources have been allocated to facilitate ongoing integration. (Access and Quality)

The EQRO identified the following Opportunities for Improvement:

1. Staffing shortages have adversely affected the types of and timeliness of services provided to beneficiaries over the past year. (Access, Timeliness)
2. The MHP is unduly burdened with providing services to individuals who are better served by mild-to-moderate providers. Stakeholders noted an increase in (request for) services for individuals who do not have serious and persistent mental

illnesses or otherwise do not meet criteria for SMHS. Concomitantly, there has been an increase in the intensity of the needs of eligible beneficiaries. (Access)

3. The MHP's review of timeliness, annually and semi-annually, is too infrequent for effective monitoring and continuous QI. (Timeliness)
4. The MHP does not track and trend the HEDIS measures related to medication monitoring for youth in FC prescribed psychotropic medications (per SB 1291). (Quality)
5. Clinician's Gateway is not an intuitive or user-friendly system and requires "excessive" writing to complete notes. (IS)

Non-English Test Callers Needed

If you speak a language other than English, QM needs your help with Test Calls to our 24/7 Access Line! We are looking for volunteers to place Non-English test calls in order to test our Language Line. It is our goal to ensure ease of access to services for our beneficiaries and potential beneficiaries. Test calls take no more than 5 minutes to complete and we can provide you with prompts to help get your started. If you are interested, please email BHRSQM@marincounty.org to find out how to help!

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

[Download the BHRS Clinical Documentation Guide here](#)