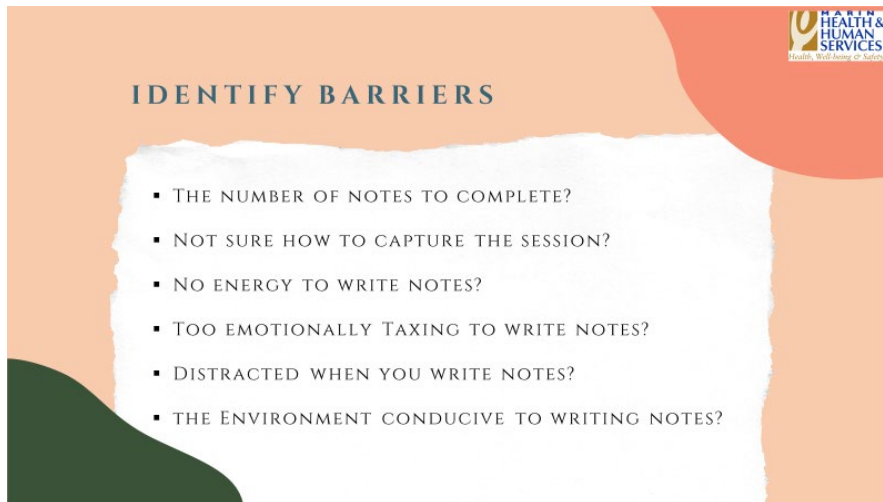


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SERIES: Timeliness of Notes for Specialty Mental Health Services

- In the September 2021 edition of QM Corner, we reviewed timelines that qualify a progress note to be timely. In the October 2021 edition of QM Corner, we reviewed a few reasons that reflect how writing notes on time can be beneficial to both the writer and the clients we serve.
- In this edition, we identify a 2-step formula to help make writing notes on time easier.



- The first step is to identify the barriers that make it difficult to complete notes on time.
- While you may experience some shared challenges, such as having a lot of notes to complete, many barriers to timeliness may be individualized.
- Take a minute to reflect on what some of the obstacles to finishing notes on time are the hardest to overcome for you.
- Please refer to the slide for some

examples of barriers.



- Once you have an idea what the specific barriers are that make it challenging to complete notes on time, then you can find a solution to address it.
- Try out your proposed solution and adjust based on the outcome of your trial.
- Please refer to the slide for a few suggested solutions to some common challenges to completing notes.

- One easy and effective solution to not having enough time in the day to complete notes, is to set a timer for 10 minutes and write the core of your note including all components of medical necessity. Once 10 minutes has passed, set another timer for 5 minutes to review your note, add in any additional details necessary and proof-read. After 15 minutes, your note is done.
- Remember that notes are meant to capture the progress of the client; writing a note like a story is not necessary and will only leave you burnt out.

Substance Use Services: DMC-ODS Clinical Documentation Training

Save the Date! California Institute of Behavioral Health Sciences (CIBHS) will be convening a DMC-ODS Clinical Documentation for Marin County on January 20, 2022. Additional details, including the times, are forthcoming and will be posted within this newsletter once available.

Substance Use Services: Updated Clinical Practice and Administrative Guidelines

In October 2021, Marin DMC-ODS updated and posted its [Clinical Practice and Administrative Guidelines](#): The key updates include clarifications on recovery services and residential authorizations, as well as additional information on temporary flexibilities pertaining to signature requirements, Medical Director Policies and Standards, and NOABDs. Please reach out to your contract manager with any questions or requests for the next update.

Reminder: Grievances

A Grievance is an **expression of dissatisfaction** about any matter other than an Adverse Benefit Determination. Grievances may include, but are not limited to, the quality of care or services provided, aspects of interpersonal relationships such as rudeness or a provider or employee, failure to respect the beneficiary's rights regardless of whether remedial action is requested, and the beneficiary's right to dispute an extension of time proposed by the Plan to make authorization decision. There is no distinction between an informal and formal grievance. A complaint is the same as a grievance. A beneficiary need not use the term "grievance" for a complaint to be captured as an expression of dissatisfaction and, therefore, a grievance. Any consumer may submit a grievance orally or in writing.

Consumer Awareness of Grievance Resolution Process

- a. Consumers are notified about the grievance, appeal and expedited appeal procedures, the availability of State Fair Hearings and advocacy services upon admission. Consumers are notified of their right to request and obtain the "Beneficiary Booklet" and provider list at least once a year and thereafter upon request.
- b. Grievance and Appeal forms and information are available in English and Spanish, and in 18 pt font at each BHRS clinic site and contract provider site.
- c. Pre-paid postage mailers are available in waiting areas of BHRS clinics and contract provider sites.
- d. The above information is available for those consumers who are in residential treatment programs, such as Institutes of Mental Disease (IMD), Skilled Nursing Facilities (SNF), Licensed Board and Care Homes, and other sites where beneficiaries may obtain mental health and substance use disorder treatment services.
- e. Notices explaining the grievance, appeal, and expedited appeal process procedures are posted at BHRS provider and contractor sites to ensure that the information is readily available to both beneficiaries, and the provider staff. The posted notice shall also explain the availability of State Fair Hearings after exhaustion of an appeal or expedited appeal process.
- f. Information about the Grievance and Appeal Process is available in the BHRS "Member Handbook", DMC-ODS "Beneficiary Booklet" and the "Medi-Cal Beneficiary Guide to Mental Health Services", in English and Spanish.

<https://www.marinbhhs.org/providers/mental-health-providers/mental-health-contractor-manual-appendices>

QM is Compliant!

The Quality Management Department completed the HHS/BHRS Compliance Training in record time and had a cake celebration. Unfortunately, we only have pictures to share. Thanks Jei!



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