

## MENTAL HEALTH SERVICES

### Knowledge Sharing

#### Youth Transition Self-Evaluation (YTSE) Form:

Currently the YTSE form completion has been a "Survey Only Question" on the Medical Record Review Tool, however beginning FY 20-21 completion of the YTSE form will be a requirement for compliance.

The YTSE form is to be completed for CYF clients 16 yr or older within 30 days of assignment, updated at age 17, 17 ½, 18 and annually thereafter.

#### Documenting of the Cultural Formulation on the BHA

In order to meet documentation standards and requirements, the Cultural Formulation in the BHA should provide information to indicate an assessment was conducted to determine any potential cultural/subcultural influences on the client which may or may not be impacting the client's current presentation.

Cultural aspects possibly impacting a client are the customary beliefs, own beliefs, values, the set of shared attitudes, goals, language, the behaviors and practices, and/or a way of life of a group of people. All or some of these which one accepts and lives out generally without thinking about them. These are the areas that are to be assessed to determine possible impact or influence of culture on how the Client responds to or presents in the world. These areas do not necessarily impact the Client's Mental Health, though may and are to be documented if so or if not.

#### Reminder to Document Accurately

Each client has an individual presentation and needs that are unique to each client encounter and should be supported by unique documentation. QM staff have seen an increase of services with documentation that is worded exactly like or quite similar to previous entries, otherwise known as "cloning". Cloned documentation is a misrepresentation of medical necessity and will result in recoupment.

#### For Support in Documentation:

As featured in our Provider Practicum Trainings, a Progress Note Checklist is available on the Optum Website in the MHP Section, References tab.

#### Reminder! Beneficiary Materials Orders

Please be sure to provide accurate contact information when completing your request forms and be sure to check your email's SPAM folder for order replies/notifications. Three contact attempts will be made to notify you when your Beneficiary Materials order has been fulfilled and is ready to be picked up. If not picked up, the order will be closed out.

UTTM March 2020

#### Optum Website Updates MHP Provider Documents

##### OPOH Tab

##### Section D:

- Timelines to contact a client post discharge updated.
- Reference to Appendix location on Optum Website updated

##### Section I:

- Updated hyperlinks

##### Section J:

- Inventory Guidelines for County Contracts were updated.
- Updated information re: disposal of county property
- Reference to Appendix location on Optum Website updated

##### Section K:

- Reference to Appendix location on Optum Website updated

##### Section L:

- Reference to Appendix location on Optum Website updated

##### Section N:

- Reference to Appendix location on Optum website updated

## QM ... UP TO THE MINUTE March 2020

Beneficiary Material orders are to be picked up at the Front Desk at the BHS Offices at 3255 Camino Del Rio South, San Diego CA 92108.

### OPOH Updates

#### Section D:

- Post Discharge Coordination of Care timeline updated.
  - *Clients discharged from a 24-hour facility (acute psychiatric hospital or crisis house) shall be assessed by program within 72 hours. If after assessment, the client is deemed urgent, client shall be seen within 48 hours of contact with program.*
- Reference to Optum Website for Appendix.

#### Sections I, K, L, N:

- Reference to Optum Website for Appendix.

#### Section J:

- Inventory Guidelines for County Contracts were updated.
- Reference to Optum Website for Appendix.
- Updated information re: the disposal of county property

### Meet the New QM Specialists!

The QM Mental Health Team would like to welcome **Besan Hanna, LMFT, Elaine Mills, LMFT** and **Michelle Vidana, LPCC** to our team!

**Besan** comes to us from Optum where she was the Inpatient Supervisor in Utilization Management, managed and trained 10 clinicians on Title 9 Medical Necessity Criteria and reviewing for the contracted Fee For Service hospitals in San Diego County. She has an extensive background working with trauma survivors in different non-profit organizations including Fred Finch Wrap Around, Center for Community Solutions and San Diego Youth Services and spent several years providing individual and family therapy in Arabic for war survivors among the Iraqi refugee population in East County. Besan very much enjoys providing Middle Eastern cultural trainings to various non-profits and business organizations in order to bridge the gap and clear up assumptions/misperceptions surrounding the Arab culture. She is excited to be on this new adventure with San Diego County and very much looks forward to expanding her knowledge in different ways to support our community.

**Elaine** received her MA in Counseling Psychology and has worked as a clinician for New Alternatives in their Intensive Respite Program and most recently as a clinical counselor for the military working at the Fleet and Family Support Center at Navy Base Coronado. She is looking forward to taking on new challenges as a part of HHSA with the QI Team! Elaine enjoys being a mom to her three children, a daughter Emma, who is married and owns and runs a restaurant in Portland, OR. with her husband Spencer, a son Noah, in his junior year at University of Denver where he can climb mountains and send her terrifying photos, and a daughter, Hannah who is a junior in high school and is her “mini me” and her dog, Belle, who is the K9 version of Hannah. Elaine is a huge fan of football and hockey.

**Michelle** was born in Oklahoma but considers herself a native San Diegan, moving to San Diego at age 1. She spent most of her childhood in City Heights and Southeast San Diego and is Bi-lingual in Vietnamese. Michelle enjoys yoga (certified to teach children’s yoga), cycling and other outdoor sports, exploring new flavors from diverse communities/restaurants around town, and spending time with family. Michelle is an LPCC and previously worked as a PERT (Psychiatric

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Emergency Response Team) clinician with National City Police Department and San Diego Fire and Rescue, Resource Access Program. Michelle's clinical focus has been on crisis intervention and working with severe mental illness where she has also held clinical roles as a mental health clinician for higher level of care residential facilities, crisis house, and community outpatient clinics servicing individuals with severe mental illness, co-occurring disorders and psychosis.

#### Management Information Systems (MIS)

##### MIS Questions?

MIS has an email for you to send all questions regarding your CCBH accounts.

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: [MISHelpDesk.HHSA@sdcounty.ca.gov](mailto:MISHelpDesk.HHSA@sdcounty.ca.gov)

**CCBH Trainings:** If you are unsure what training track for your staff, please contact us at [MISHelpDesk.HHSA@sdcounty.ca.gov](mailto:MISHelpDesk.HHSA@sdcounty.ca.gov). We will try to help you through the maze of deciding.

##### Cerner Reminder

For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email [SDHelpdesk@optum.com](mailto:SDHelpdesk@optum.com). Please do not call Cerner directly!

#### Training and Events

**Root Cause Analysis (RCA):** Friday, March 27, 2020 from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 124, San Diego CA 92123. Please register via email: [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov).

**Support Partner Training:** Monday, March 23, 2020 from 9:00AM to 12:00PM, County Operations Center, 5560 Overland Drive, Room 171, San Diego CA 92123. [Please click here to register at the Eventbrite webpage.](#)

**Quality Improvement Partners (QIP) Meeting:** Tuesday 3/24/20 from **2:00PM – 4:00PM**, National University Rm 118, 9388 Lightwave Ave, San Diego CA 92123. **Please note we have adjusted the start/end time for the QIP Meetings. Meetings will occur the fourth Tuesday of every month from 2:00 PM to 4:00 PM**

**All events scheduled for the rest of March 2020 may be subject to change.** Any announcements regarding a change to these events will be made via email.

##### Other important information regarding training registrations

- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account. Please be aware when registering, there may be a waitlist. Please include the name of your program manager. Please be sure to cancel within 24 hours of the training if you are unable to attend. This allows those on the waitlist the opportunity to attend. Program Managers will be informed of no shows to the trainings.
- If registered for a training series, please be aware that attendance for all dates in the series are required to obtain certification, CEU's or credit for the training.

Is this information filtering down to your clinical and administrative staff?  
Please share UTTM with your staff and keep them *Up to the Minute!*  
Send all personnel contact updates to [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)