What's New!

QM Updates

Effective Now!	Coming Soon!	New/Updated Policies
• <u>For All Staff</u>: Next CalAIM Webinar This Thursday! **(12/1/2022)**	• <u>For BHRS Staff</u>: Virtual Toolkit Workshop • <u>For All Staff</u>: New E-Communication Policies and Updated NPP	• None.

Updated NPP — Tentative: 01/2023

What: Updates to the Notice of Privacy Practices

Who: All Staff

Details: An updated Notice of Privacy Practices will include: 1) Info re: SUD services; 2) Info re: Texting/emailing; 3) Larger font to comply with State requirements.

Staff will be notified when this updated version is available.

New E-Communications Policies — Tentative: 01/2023

What: New Policies and consent form to address use of electronic communication.

Who: All Staff

Details: The Cell Phone, Email, Fax, and Telehealth Usage policies will be merged into two new policies: One will address general use of E-Communication, and the other will provide additional guidance for communication with clients. <u>Staff should become familiar with BOTH policies</u> to fully understand appropriate use of E-Communication.

The Cell Phone Agreement and Telehealth Consent will also be retired. **A new consent form will cover <u>all</u> forms of E-communication** to streamline this process.

The Hybrid Services Guide will also be updated to reflect this new information.

Upcoming CalAIM Webinar — Next QM Webinar: 12/01

The next webinar ("Diagnosis & Problem List") in the BHRS QM CalAIM training series will be held via Zoom on **Thursday, 12/1/22 from 10:30 – 11:30 a.m.** This webinar will focus on SMHS. DMC-ODS trainings are currently being developed – dates TBD.

Please watch the corresponding CalMHSA LMS trainings (link in the **training schedule**) prior to attending the BHRS training.

Virtual Toolkit Workshop — Date: 12/14/2022

What: Virtual Toolkit Workshop (1 hour)

Who: BHRS Youth Staff

Details: As part of our Virtual Toolkit pilot, QM is hosting a workshop for <u>BHRS program staff who work with youth 12 years and under</u>. The next workshop will be on **Wednesday, 12/14/22 @ 9:00 a.m. via Zoom**. <u>Youth Supervisors have been sent the invite to forward to their staff. If you did not receive the invite, contact Eri Tsujii at</u> etsujii@smcgov.org.

BHRS IT BYTES

Updates from Avatar NX Project

- For our next NX Upgrade migration, BHRS IT and QM have completed migration of Non-BHRS staff contractors and is now moving towards the next phase for Avatar NX. We will be developing the process plan to migrate SUD contractors and staff.

- We are also working towards making all required changes, validations and adjustments to Avatar Reports, Document Routing and transitioning Treatment Plans in coordination with QM.

Notable Active Requests/Projects

- The following is a list of items that BHRS IT is engaged with different teams to continue to make progress or complete in November:

    - ARPA GPS Pilot for Adult and Youth Crisis Program and Dashboard development with Five Base continued and in progress. Hellotracks pilot is ending.

    - Developing Problem List and Treatment Plan changes to meet state requirements with QM

    - BHRS IT Service Architecture Development, Review, and Optimization: BHRS Service Manual and Guidance will be developed and introduced

    - Development of Closed Loop Referral changes internally and externally for BHRS currently in planning and development stages

    - Currently reviewing hoteling spaces within BHRS facilities to optimize and create new updated functional stations

    - Evaluations of vendors for increased visibility of ED and other facility admissions for process improvement

Up and Coming:

12/22 Updated Zoom review and pilot to come

12/22 ARPA Phase 2 Development

12/22 Conference Room AV Development with ISD

12/22 New NX migration trainings and plan for SUD

Reminder:

Please be aware that a ServiceNow ticket is the best way to request assistance for IT support items as well as for workstation/desktop support needs from ISD

BHRS IT will be on full support during week of 12/26