

ADMHS *Director's Report*

Prepared for the Mental Health Commission, October 21, 2015

ADMHS COORDINATES SOUTHERN CALIFORNIA REGIONAL WORKFORCE DEVELOPMENT

Summary: ADMHS has been contracted by the California Office of Statewide Health Planning and Development (OSHPD) to serve as the coordinator of the Southern Counties Regional Partnership (SCRIP). This coalition of counties, agencies and organizations is committed to expanding Southern California's public mental health workforce.

Through monthly meetings and joint projects, the SCRIP works with providers, educators, consumers and family members to develop strategies and systems that will encourage people to enter the public mental health field. This year's projects include:

- Enhancing services provided to ethnically diverse communities by providing each county in the southern region interpreter trainings for staff and other stakeholders;
- Offering workforce education to improve the quality and depth of care in partnership with Loma Linda University;
- Increasing awareness of the needs and employment opportunities in the public mental health field for professionals and para-professionals.

RISE PROJECT WILL SERVE CHILD VICTIMS OF COMMERCIAL SEXUAL EXPLOITATION

Summary: A new ADMHS program to serve the behavioral health needs of Santa Barbara County children at risk for, or victims of, commercial sexual exploitation is under development. Upon the conclusion of staff recruitment and training, the Resiliency Interventions for Sexual Exploitation (RISE) Project will provide clinical, medical and peer support for sexually exploited children and their families throughout the county. The multidisciplinary team will apply an innovative, trauma-informed, strength-based approach consistent with the best practices in the field.

Lisa Conn, MFT, RISE Project Supervisor, notes that "we have identified 60 Santa Barbara County children who are victims of, are at risk for, commercial sexual exploitation, but we believe that the actual number is much higher. The chronic psychological manipulation of children can result in devastating, long-term trauma requiring highly specialized behavioral health services." With approximately 9.5 full-time equivalent staff, the RISE team will provide the array of clinical, behavioral and peer supports and services needed for the care and recovery of exploited children. The annual budget of the RISE Project is approximately \$886,000.

At any given time, RISE will serve between 40 and 60 children, teens and their families. A RISE pilot team is expected to be in place by the end of this year, and full implementation is expected by Spring 2016.

Funded by the Innovation component of the Mental Health Services Act (MHSA), the

RISE Project has already promoted an unprecedented level of collaboration among ADMHS, the District Attorney, the Public Defender, Juvenile Probation, DSS Juvenile Courts, Corizon Health, Juvenile Hall, schools, law enforcement and community-based organizations.

At present, a process is being developed to provide specialized training in the recognition of commercial sexual exploitation of children and to link affected individuals to behavioral health services.

YVONIA NEWBY CERTIFIED IN HEALTH CARE PRIVACY COMPLIANCE

Summary: Yvonia Newby, ADMHS Certified Healthcare Privacy Compliance (CHPC) Officer, was recently certified in Healthcare Privacy Compliance from the Health Care Compliance Association after passing a rigorous standardized test. This certification recognizes that Yvonia possesses knowledge of relevant regulations and expertise in compliance processes sufficient to assist the healthcare industry in understanding and addressing legal obligations, and promote organizational integrity through the operation of effective compliance programs.

The rigorous standards and professional conduct required for certification demonstrate a diligent effort on the part of the compliance practitioner and verifies broad-based knowledge in the discipline being tested. Congratulations, Yvonia!

Yvonia is also reaching out to community-based organizations to provide training in HIPAA and confidentiality practices. Please direct all inquiries and requests for assistance and training on Privacy and HIPAA issues to Yvonia, 934-6344, ynewby@co.santa-barbara.ca.us.

COLLABORATION, TRAININGS ENSURE SUCCESSFUL TRANSITION TO ICD-10

Summary: The transition to the new International Classification of Diseases-10 (ICD-10) code set is required by the Health Insurance Portability Accountability Act (HIPAA), which includes service providers, health plans, etc. We thank our community-based organization (CBO) partners and ADMHS service providers and support staff for their effort, diligence and cooperation during the successful transition.

The implementation of ICD-10 went into effect October 1, 2015, impacting clinical diagnoses, claiming, billing and Electronic Health Record systems.

To support CBO partners in navigating through these changes, ADMHS hosted two presentations in August, one for mental health service providers and one for the Alcohol and Drug Program services providers. Leadership and subject matter experts from ADMHS Programs, Medical Record Administration, Fiscal and Information Technology (IT) presented at the meetings. In addition, Christine Cole provided ICD-10 training to any CBOs who requested it.

ICD-10 presentations and training were also provided to ADMHS clinical teams throughout the months of August and September at various team meetings (Medical

Staff Meetings, Monthly Supervisor Training, All-Staff Meetings, etc.).

Chris Ribeiro, Interim ADMHS Chief Financial Officer, worked closely with our software vendors to ensure both our billing system (ShareCare) and Electronic Health Records (EHR) (Clinician's Gateway) were ready for the transition to ICD-10. To minimize diagnosis changes, Chris developed a mapping of old ICD-9 codes to the new ICD-10 codes for mental health diagnosis

Special kudos to the ICD-10 Work Group who participated in bi-weekly meetings since June 2015 to prepare for the transition: Dr. Ole Behrendtsen, ADMHS Medical Director, Chris Ribeiro, Ana Vicuna, Sandy Fahey, Susan Soderman, ADMHS Quality Care Management Coordinator, Christine Cole, ADMHS Medical Records Administrator, John Doyel, ADMHS Alcohol and Drug Program (ADP) Manager, Stephanie Diaz, Alcohol and Drug Program Team Supervisor and Yentran Tran, Interim Division Chief for Administration.

Extended thanks also go to the ADMHS team members who provide ongoing support (Fiscal, Patient Representatives, MIS/IT, QCM and Nicole Dominguez, Administrative Office Professional with Contracts).

CARPINTERIA SCHOOL DISTRICT TRAINED ON SUICIDE PREVENTION

Summary: Crystal Ramirez, ADMHS Interim Regional Manager, South County, arranged a suicide prevention training for a Carpinteria Unified School District at the request of the Superintendent. Presented by Sarah Adams, Program Manager with Casa Pacifica's Safe Alternatives for Treating Youth (SAFTY) program, the training included an overview of the signs and symptoms of suicide and highlighted local resources. The presentation was well-received and responsive to District needs.

MHSOAC VISITS SANTA BARBARA COUNTY

Summary: The California Mental Health Services Oversight and Accountability Commission (MHSOAC) will visit Santa Barbara County on October 21 and 22, 2015. The purpose of the meeting is to view the Casa Pacifica Center for Children & Families and learn more about crisis services. The MHSOAC will visit the Santa Barbara County Mental Health Commission meeting on October 21, where they will hear from Tom Sodergren and Deana Huddleston, ADMHS Regional Manager for North County on crisis services for children and adults.

The regular MHSOAC Commission meeting features three panels of presenters:

- Panel 1 consists of members and caregivers with lived experience sharing stories about accessing crisis services for children and youth.
- Panel 2 consists of Santa Barbara County Supervisor Janet Wolf, California State Assemblymember Das Williams, and Suzanne Grimmesey, ADMHS Chief Strategy Officer. Panelists will address challenges and opportunities in providing effective crisis services to children and youth.

- Panel 3, “How Can We Solve This?” features state and local leaders addressing crisis services for children and youth. The panel will discuss exemplary mental health crisis programs and service delivery models for children and youth. The panel members are Debbie Innes-Gomberg, Ph.D., Department of Mental Health, County of Los Angeles; Jody Kussin, Ph.D., Director of Community Programs, Casa Pacifica Center for Children & Families; and Rusty Selix, Executive Director, California Council of Community Mental Health Agencies.

The MHSOAC is responsible for overseeing the implementation of the Mental Health Services Act (MHSA). The MHSOAC also develops strategies to overcome stigma. The MHSOAC also advises the Governor or the Legislature on mental health policy.

Thank you ADMHS staff and community partners, Dr. Alice Gleghorn; Suzanne Grimmesey; Cuco Rodriguez, ADMHS Division Chief for the Mental Health Services Act (MHSA); Laura Zeitz, ADMHS Housing Services Manager; Tina Wooton, ADMHS Consumer Empowerment Manager; Deana Huddleston, ADMHS Regional Manager for North County; Tom Sodergren, Director of Community Services, Casa Pacifica; and Santa Barbara County Sheriff Bill Brown for arranging the visit. We also greatly appreciate the time and work of the MHSOAC and its staff that made the visit possible.

PSYCHIATRIC HEALTH FACILITY AUDITED OCTOBER 12-16

Summary: The week-long Department of Health Care Services (DHCS) inpatient Psychiatric Health Facility (PHF) audit concluded with the exit interview held on Friday morning, October 16. ADMHS was pleased to receive the report of being in full compliance with the Inpatient Utilization Review Plan, as well as active Medical Care Evaluation (MCE) study.

The greatest area of concern focused on the daily documentation of clear medical necessity for all individuals staying at the PHF. The PHF team has already begun to develop strategies for corrective improvements that include:

- a. Beginning a concurrent daily review process for all notes, including daily meetings with treatment teams supported by a Quality Care Management (QCM) utilization review (UR) nurse to assist with documentation language and
- b. Developing a poster outlining “behavioral-specific documentation” to serve as a training tool and reminder. Most impressive was that minutes after the reviewers left, PHF leadership begin brainstorming ideas for continual improvement. Thank you to an outstanding PHF Leadership Team and to Careena Robb, Quality Care Management Coordinator, for consistent leadership throughout the review.

ADMHS RECEIVES DRAFT EQRO REPORT

Summary: On September 21, ADMHS received a draft report from the External Quality Review Organization (EQRO) on its visit to ADMHS on May 12 and 13, 2015. Mandated by federal Medicaid regulations, EQRO reviews county health plans.

The items reviewed during the EQRO visit included 1) Validating Performance Improvement Projects (PIPs), 2) Information Systems Capability Assessment (ISCA), 3) Validating Performance Measures (PMs), and 4) Technical Assistance and Training. The ADMHS response to the draft report was returned with minimal corrections. We are pleased with the report and appreciate the hard work of staff, especially the Quality Care Management team, in maintaining Mental Health Plan requirements.

Strengths noted were the development of new policies and procedures to address needed changes in access to care and the implementation of regional partnership meetings. The current process of addressing timeliness of psychiatry appointments and collaboration with the Community-Based Organization (CBO) Coalition were also considered strengths.

Areas cited for continued prioritization include implementation of a clinical reporting system and uniform, systemwide policies and standards as recommended in the TriWest Report.

CALIFORNIA ABX2 15 END OF LIFE OPTIONS SIGNED INTO LAW

Summary: ABX2 15 End of Life Options was signed into law by Governor Brown and becomes effective in January 2016. This law offers adults with terminal diseases who meet certain qualifications the option to request medication for the purpose of ending their lives. ADMHS has begun discussing the impact of the law with the Public Health Department and Hospice of Santa Barbara.

SYSTEMS CHANGE CALENDAR

- October 22 **Steering Committee:** 1:30-4:00 p.m. Location: Santa Barbara BOS Conference Room.
- October 22 **Cultural Competency Action Team:** 10:30 a.m. - 12:00 p.m. (4th Thursday of Every Month)
Locations: ADMHS Conference Room 119 (Childrens, Large), Lompoc- conference call, SM – conference call. Contacts: Cuco Rodriguez, 681-4505, cucorodriguez@co.santa-barbara.ca.us
Dr. Manny Casas, 682-3874, casas@education.ucsb.edu
- October 28 **Crisis Action Team:** 3:00 p.m. - 4:30 p.m. (4th Wednesday of Every Month). Location: Santa Barbara Children's Large Conference Room, Lompoc, SM Adult Main, Contacts: Ole Behrendtsen, M.D., (805) 681-5299, obehrendtsen@co.santa-barbara.ca.us; Deana Huddleston, (805) 934-6546, dhuddleston@co.santa-barbara.ca.us



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