

September 2019

QCM Tidbits

Alcohol and Drug Program Edition

Kudos

Please welcome new QCM Coordinators Stacey Anderson and Miwa Gutierrez! Stacey Anderson, LMFT joined our CQM MH team on 7/29 and has over 10 years of experience working in Behavioral Health. She is a Santa Barbara local and is passionate serving our community. Miwa Gutierrez, LCSW joined our QCM ADP team 8/12 and brings with her 4 years of experience in corrections and at UCSB, providing direct services. Miwa also has a background in compliance and monitoring programs to ensure and improve quality of services.

CBO Staff Spotlight of the Month

QCM would like to recognize Cyndie Westerhoff at Sanctuary Centers. Cyndie has stepped up to join the monthly BWell Quality Improvement Committee to represent our ADP CBOs and give a providers perspective in helping improve our system of care. We also want to recognize Cyndie for having incredible punctuality when it comes to documentation and getting required documents in on time! Thanks for all your hard work!



Do you need to contact QCM?
Please email the team at
BWELLQCMADP@SBCBWELL.org

Information on
Beneficiary
Rights and
New
Requirements!

Please send all Incident Reports, Appeals, Grievances, and **NOABDs** to BwellQCMADP@SBCBwell.org. Brush up on our Bwell P&Ps at <https://www.countyofsb.org/behavioral-wellness/policy/4469>.

MEMOS- ADP gets important information including new requirements to you through Memos. We have uploaded important memos onto our Website for you to easily reference. Find them here: <http://www.countyofsb.org/behavioral-wellness/qcmcommunications.sbc> under the Quality Care Management/ Communications- Info Notices / ADP Memos tab.

New Withdrawal Management 3.2 requirements go into effect 9/1/2019! See attached 8/2/19 ADP Memo & 6/21/2019 PowerPoint to reference. What's new?

Medical Necessity and Treatment Plans will now be required for 3.2.

Treatment Perception Survey (TPS) week is coming soon! October 7th-11th will be survey week. Each program will receive their surveys and specific instructions the week before at the ADP User Group meeting October 4, 2019. This is a State requirement and an opportunity to get feedback from the people we serve! Read more about TPS at UCLA's website: <http://www.uclaisap.org/dmc-ods-eval/html/client-treatment-perceptions-survey.html>. Also, see attached flyer.

BWell is excited to announce we will be hosting a 2-day conference on *Evidence-Based Approaches for Integrating Harm Reduction and MAT Services*, September 9-10, 2019!

Provider Directory! QCM will be adding all staff providing direct services to beneficiaries to our Provider Directory to be in compliance with DHCS Info. Notice 18-020. Anoushka has sent your program's spreadsheet to complete and we thank you for your assistance in this project! Once completed, this will be sent out monthly for you to easily update us with any changes!

Please see attached 2019-20 Training Calendar

Access Line: (888) 868-1649