

QCM Tidbits

Mental Health Edition

QCM role in access to CG and Sharecare

Upon receipt, QCM will process the new hire SPID form and adds new staff to Sharecare with the fac/progs requested by supervisor/manager. QCM then sends a helpdesk ticket for IT to create an account for the staff in Sharecare and/or CG depending on what is needed. A SPID update form will need to be sent to QCM if any changes needed to be made to fac/progs, changes in credentialing level, name changes, or if the staff has separated from their position. QCM will complete the changes in Sharecare using the SPID update and will then submit a helpdesk ticket for IT to make the changes in CG and/or deactivate the accounts if they are no longer being used. Staff should only have access to fac/progs they are seeing clients under. In addition, staff that have separated should no longer have access to either of these programs. We are all accountable for ensuring privacy for client protected health information. Please continue to help us keep client records for "need to know" eyes only.

NACT Time!

NACT info was sent by our fearless NACT lead, Jessica Korsan. There will be no information sessions this year so please send all your questions directly to Jessica 805-884-1611 or our BWELL email. Updates to the NACT are due no later than end of business Friday, September 13th.

Welcome New QCM Coordinator

Miwa Guterrez, LCSW joined our QCM team on August 12th. Miwa is originally from the Long Beach area and came to SB for her undergrad. After spending some time away she missed SB county and moved back last year. Miwa comes from a background in forensics and was clinically trained at CSULA in the Children and Families program. She is passionate about serving our SPMI population and loves going on walks with her dog, Luna, and catching country concerts. She will be working on our ADP QCM team and jumped right in to credentialing. Welcome, Miwa!

COFFEE W/ QCM

Beginning October 10th QCM will be hosting a technical support hour where staff are welcome to join the team and ask questions. The group will meet the second Tuesday of the month at 2pm. Video conference will be available: SB childrens 127, SM Annex and LO childrens new port harbor. We will be available by phone: 805-681-5448 code: 986016

Kudos to:

Alexandra Bristow, LMFT, **Megan Mar**, LMFT and **Kara Roberts**, LMFT for consistently sending NOABDs to QCM for tracking. We appreciate your hard work!



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

TAY DOR re-certification

Our DOR TAY program is in the process of completing their first re-certification. The feedback from the review team has been positive and the program is thriving. Thank you to **Shana Burns, Veronica Heinzelmann, Tony Hollenback, Thelma Macias-Guerra, Jaye Miles, Dan Reynolds** and our **medical records team** for your collaboration.