

# QCM Tidbits

## Alcohol and Drug Program Edition

### Kudos

Santa Barbara County has been **LIVE** with DMC-ODS for one year as of December 1, 2019! We want to thank all of our providers and BWell staff for the tremendous efforts in rolling out this new system of care county-wide. Additional benefits include withdrawal management, residential services, case management, increased individual sessions, and recovery services. These benefits have allowed treatment to become more individualized for each beneficiary and are hopefully increasing successful outcomes. QCM would like to announce Joshua Woody has moved into the role of QCM manager, co-leading the QCM team with Jamie Huthsing. Anoushka Moseley will be taking the lead for QCM ADP Beneficiary Concerns.

### Staff Spotlight of the Month

QCM would like to highlight Teresa Darg with Good Samaritan. Teresa is being recognized for her outstanding quality in her documentation as well as her punctuality. It is evident Teresa not only attends important trainings, but takes information gained and implements it in her daily work. In her documentation it is evident that she excels in providing needed case management to link clients to supporting ancillary



Do you need to contact QCM?

Please email the team at

[BWELLQCMADP@SBCBWELL.org](mailto:BWELLQCMADP@SBCBWELL.org)

Information on  
Beneficiary  
Rights and  
New  
Requirements!

Please send all Incident Reports, Appeals, Grievances, and **NOABDs** to [BwellQCMADP@SBCBWell.org](mailto:BwellQCMADP@SBCBWell.org).

Brush up on our Bwell P&Ps at

<https://www.countyofsb.org/behavioral-wellness/policy/4469>. See the new DMC-ODS Care Coordination P&P!

**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.

### Performance Improvement Projects (PIPs)

BWell is inviting all stakeholders (**YOU**) to join in an upcoming planning meeting to develop and get input into our DMC-ODS PIPs. We will be working on a clinical PIP around increasing Recovery Services and a non-clinical PIP around "slippage," attrition of clients from Access Line referrals to CBO intakes. Research and Evaluation is gathering information from the recent survey monkey and will present this at our next stakeholder PIP meeting:

12/9/2019 at 12:30- 2pm at

315 Camino Del Remedio, room 261 in Santa Barbara & 500 West Foster Road, Santa Maria Annex. Feel free to contact BwellQCMADP with more questions about how to get involved.

### Corrective Action Plan (CAP) Requirements

- List deficiency *finding*
- Describe *how* each finding will be corrected and what plan will be in place to avoid findings in the future
- *Who* will make correction or follow up with implementing plan
- *Date* correction will be implemented

### Behavioral Wellness Winter Holiday Closure

Most of our clinics and offices will be closed between Wednesday December 25, 2019 and Wednesday January 1, 2019. Crisis services and the Access Line will remain open during this time.

Please see attached revised 2019-20 Training Calendar

**Access Line: (888) 868-1649**