

January 2020

QCM Tidbits

Alcohol and Drug Program Edition

Kudos

HAPPY NEW YEAR from QCM!

Special thanks to our CBO partners who have taken the time and joined our PIP meeting in December. We had representation from BWell, Coast Valley, Good Sam, LAGS, and Sanctuary Centers! We really appreciate the collaboration.

Congratulations Melissa Wilkins and Amy Lopez who have been promoted into Project Leaders for Alcohol and Drug Program's DMC-ODS. While Melissa will lead South County and Amy will lead North and West County, they will be working closely together.

Staff Spotlight of the Month

This month we would like to highlight Tory Doyle and Good Sam's Another Road Detox. Tory is always open to feedback and a pleasure to work with. Recently, Tory assisted Another Road Detox in Lompoc with a Post-Service Pre-Payment audit by the State. With less than 2 weeks-notice and right before the holidays, Another Road Detox gathered all the necessary documentation and gracefully presented it to the State. In the exit interview it was clear the State was impressed with the program's documentation, P&Ps, and facility. Great Job!



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. **Complaint Logs are due 1/3/2020.**

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!

Relias Updates! Check out the newly posted PowerPoint trainings now available on Relias.

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 another upcoming meeting to further develop 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. Our next stakeholder PIP meeting:

2/25/2019 at 11am-12:30pm 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.

EQRO (External Quality Review Organization)

is coming March 17th & 18th, 2020. Behavioral Health Concepts will be coming to review our county's DMC-ODS services. Your program may be involved in this review. Santa Barbara County will be reviewed on how we are meeting state and federal requirements. It will be an opportunity to highlight our strengths and get valuable recommendations for areas of growth. Stay tuned for more information or visit <https://calegro.com/dmc-egro#!dmc-review-schedule-and-materials>.

Updated **Compliance Hotline** Poster. Please print out and post this new version of the poster in your program's lobby.

Please see attached revised 2019-20 Training Calendar & Compliance Hotline Poster
Access Line: (888) 868-1649